

## **Appendix D:**

Classroom Staff (Workforce)  
COVID19 Follow-Up Survey  
Contact Materials

## Table of Contents

|  |    |
|--|----|
| W1 Workforce Advance Letter.....                 | 1  |
| W1 Workforce Advance Email.....                  | 2  |
| W1 Workforce Thank You/Reminder Postcard.....    | 3  |
| W1 Workforce Follow-up Letter.....               | 4  |
| W1 Workforce Last Chance Letter.....             | 5  |
| W2 Workforce Advance Letter.....                 | 6  |
| W2 Workforce Advance Email.....                  | 8  |
| W2 Workforce Thank You/Reminder Postcard.....    | 10 |
| W2 Workforce Follow-up Letter.....               | 11 |
| W2 Workforce Respondent Last Chance contact..... | 12 |
| W1 Workforce Additional Contacts.....            | 13 |
| Workforce Thank You Letter.....                  | 20 |
| Workforce Frequently Asked Questions (FAQs)..... | 21 |

**W1 Workforce Advance Letter:** Initial contact 1 –First contact with sampled classroom

staff. Dear [FIRST NAME] [LAST NAME],

**We need your help!** You are among a special group of early care and education classroom staff who participated in the National Survey of Early Care and Education (NSECE) in 2019.

Right now, the COVID-19 pandemic has introduced unprecedented challenges for individuals who work directly with children in the classroom. To better understand these challenges and identify what supports are most needed to move forward, we are asking you to take part in a special follow-up survey. [EXP TREATMENT GRP 1: We have enclosed a small gift to thank you in advance for your cooperation.]

Please take 20 minutes to complete the NSECE follow-up questionnaire. Your continued participation in this study is important even if you are not currently caring for children. To show our appreciation, you will receive a \$10 gift for your participation.

To access the web survey, please type the URL into any computer or mobile device’s web browser and enter the unique PIN and Password:

URL address: [SURVEY LINK]

PIN: [PIN] Password: [PASSWORD]

NORC at the University of Chicago is conducting this study on behalf of the U.S. Department of Health and Human Services. Your participation is voluntary, and your responses will be kept private. You have the option to skip any question or end the survey at any time. If you have questions, please call us toll-free at [800 NUMBER] or email [EMAIL ADDRESS].

We understand that these are difficult times for everyone and hope you will be able to participate.

Sincerely,

A. Rupa Datta, Ph.D.  
NSECE Project Director  
NORC at the University of Chicago

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number for this information collection is [OMB #] and the expiration date is [DATE]. Please send comments regarding the time required for this survey or any other aspect of the described information collection to: NORC at the University of Chicago, 55 E Monroe St, Ste 3000, Chicago, IL, 60603, Attention: A. Rupa Datta.

[SUID]

**Para español por favor llámenos al [800 NUMBER]**

**W1 Workforce Advance Email:** Initial contact 1 - First contact via email with sampled classroom staff. Subject: NORC study needs your help!

Dear [FIRST NAME] [LAST NAME],

**We need your help!** You are among a special group of early care and education classroom staff who participated in the National Survey of Early Care and Education (NSECE) in 2019.

Right now, the COVID-19 pandemic has introduced unprecedented challenges for individuals who work directly with children in the classroom. To better understand these challenges and identify what assistance is most needed to move forward, we are asking you to take part in a special follow-up survey. [EXP TREATMENT GRP 1: We recently mailed you a small token of appreciation to thank you in advance for your response.]

Please take 20 minutes to complete the NSECE follow-up questionnaire. Your continued participation in this study is important even if you are not currently caring for children. To thank you for your participation, you will receive a \$10 gift after your respond to the survey.

To access the web survey, please click on the survey link below and enter the unique PIN and Password:

URL address: [SURVEY LINK]

PIN: [PIN] Password: [PASSWORD]

NORC at the University of Chicago is conducting this study on behalf of the U.S. Department of Health and Human Services. Your participation is voluntary, and your responses will be kept private. You have the option to skip any question or end the survey at any time. If you have questions, please call us toll-free at [800 NUMBER] or email [EMAIL ADDRESS].

We understand that these are difficult times for everyone and hope you will be able to participate.

Sincerely,



A. Rupa Datta, Ph.D.  
NSECE Project Director  
NORC at the University of Chicago

---

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number for this information collection is [OMB #] and the expiration date is [DATE]. Please send comments regarding the time required for this survey or any other aspect of the described information collection to: NORC at the University of Chicago, 55 E Monroe St, Ste 3000, Chicago, IL, 60603, Attention: A. Rupa Datta.

**Para español por favor llámenos al [800 NUMBER]**

[SUID]

W1 Workforce Thank You/Reminder Postcard: Initial contact 2 - Sent to sampled classroom staff who have not yet participated approximately one week after the mailing of the advance letter.

**You're invited!**

Dear [FIRST NAME] [LAST NAME]

We recently sent you a letter asking you to participate in a special follow-up study sponsored by the Administration for Children and Families. This study seeks to understand the experiences of early care and education classroom staff between March and October 2020 and learn more about how you have managed the effects of the pandemic.

Please take 20 minutes to complete the survey. You will receive a \$10 thank you gift for taking the time to answer the study questions.

If you have already completed this survey, thank you! If not, we ask you complete it as soon as possible. You can access the survey by typing the secure URL into the browser of any computer or mobile device and entering the PIN and Password:

If you have any questions, please contact us at [EMAIL ADDRESS]

or [800 NUMBER].

**Thank you!**

To complete the survey visitus!

- 1** [Survey Link]
- 2** Enter your pin and password
- 3** Complete the questionnaire!

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number for this information collection is [OMB #] and the expiration date is [DATE]. Please send comments regarding the time required for this survey or any other aspect of the described information collection to: NORC at the University of Chicago, 55 E Monroe St, Ste 3000, Chicago, IL, 60603, Attention: A. Rupa Datta.

**W1 Workforce Follow-up Letter:** Initial contact 3 - Sent to sampled classroom staff who have not yet participated approximately two weeks after the mailing of the thank you/reminder postcard.

Dear [FIRST NAME] [LAST NAME],

We recently contacted you to ask you to complete a special follow-up survey for the National Survey of Early Care and Education (NSECE). Your continued participation in this study is important whether you are caring for children right now or not. [EXP TREATMENT GRP 2: To thank you in advance for your cooperation, we have enclosed a small token of appreciation.]

**Please participate today.** We understand that this is a difficult time for many. Early care and education classroom staff are facing unprecedented challenges as they encounter uncertainty in their livelihoods and concerns about health and safety. By taking 20 minutes to complete this questionnaire, you will provide much-needed information that will help shape efforts to support the early care and education community as the nation recovers from the pandemic.

You will receive a \$10 thank you gift for taking the time to respond to the survey. Participation is voluntary, and your responses will be kept private. You have the option to end the survey at any time, or skip any question.

To begin, please type the secure URL into any computer or mobile device's web browser and enter the unique PIN and Password:

URL address: [SURVEY LINK]

PIN: [PIN] Password: [PASSWORD]

A professional interviewer will be contacting you in the near future to answer any questions and assist you in completing the survey. You can call us toll free at [800 NUMBER] or email us at [EMAIL ADDRESS] if you have questions or need assistance.

Thank you,



A. Rupa Datta, Ph.D.  
NSECE Project Director  
NORC at the University of Chicago

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number for this information collection is [OMB #] and the expiration date is [DATE]. Please send comments regarding the time required for this survey or any other aspect of the described information collection to: NORC at the University of Chicago, 55 E Monroe St, Ste 3000, Chicago, IL, 60603, Attention: A. Rupa Datta.

[SUID]

**Para español por favor llámenos al [800 NUMBER]**

**W1 Workforce Last Chance Letter:** Last contact with sampled classroom staff.

Dear [FIRST NAME] [LAST NAME],

You still have a chance to contribute to this special follow-up study for the National Survey of Early Care and Education. We want to make sure that your experiences with the pandemic are reflected in the results.

Your participation makes a difference. Right now, government agencies and community organizations are doing their best to offer the support to early care and education providers and their staff. Only individuals like you, who work inside classrooms, can help them understand what you need to care for children safely. In order to develop successful policies and initiatives, they need accurate information. Please take 20 minutes to complete this NSECE follow-up survey today. Your response will inform efforts to better support individuals working directly with children in the classroom in coming months.

You will receive a \$10 thank you gift for taking the time to participate in this study.

To begin the survey, please type the secure URL into any computer or mobile device's web browser and enter the unique PIN and Password:

URL address: [SURVEY LINK]

PIN: [PIN] Password: [PASSWORD]

If you have questions or need help completing your survey, please call your local Field Manager, [FNAME LNAME] at [PHONE]. You can also learn more about the study at [WEBSITE].

Please participate; this is your chance to help us understand what challenges early care and education classroom staff are facing in your area.

Sincerely,



A. Rupa Datta, Ph.D.

NSECE Project Director  
NORC at the University of Chicago

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number for this information collection is [OMB #] and the expiration date is [DATE]. Please send comments regarding the time required for this survey or any other aspect of the described information collection to: NORC at the University of Chicago, 55 E Monroe St, Ste 3000, Chicago, IL, 60603, Attention: A. Rupa Datta.

[SUID]

**Para español por favor llámenos al [800 NUMBER]**

**W2 Workforce Advance Letter:** Initial contact 1 – sent to workforce respondents to invite them to complete the wave 2 survey.

A dvance Letter For Wave 1 respondents:

Dear [FIRST NAME][LAST NAME],

Thank you again for taking the time to complete the follow-up survey for the National Survey of Early Care and Education last [MONTH]. Your participation has already helped show how the pandemic has affected early care and education communities in different parts of the nation.

We are writing to ask for your assistance again. Please take 20 minutes to complete our follow-up survey to give us a clearer picture of where providers stand today. While conditions may have begun to improve, recovery does not happen evenly across the country. Your responses will help government and local agencies assess what kind of help is most needed and where.

You will receive another \$10 gift to thank you for participating in this study.

To begin your survey, please type the URL into any computer or mobile device's web browser and enter the unique PIN and Password:

URL address: [ SURVEY LINK]

PIN: [PIN] Password: [PASSWORD]

NORC at the University of Chicago is conducting this study on behalf of the U.S. Department of Health and Human Services. Your participation is voluntary, and your responses will be kept private. You have the option to skip any question or end the survey at any time. If you have questions, please call us toll-free at [800 PHONE] or email [EMAIL].

Your continued participation in this study is important. Thank you for sharing your experiences.

Sincerely,



A. Rupa Datta, Ph.D.  
NSECE Project Director  
NORC at the University of Chicago

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number for this information collection is [OMB #] and the expiration date is [DATE]. Please send comments regarding the time required for this survey or any other aspect of the described information collection to: NORC at the University of Chicago, 55 E Monroe St, Ste 3000, Chicago, IL, 60603, Attention: A. Rupa Datta.

[SUID]

**Para español por favor llámenos al [800 PHONE]**



Advance Letter for Wave 1 nonrespondents:

We are writing to you to ask you to take part in a special follow-up survey for the National Survey of Early Care and Education to learn how individuals who care for children in the classroom are doing nearly a year after the start of the COVID-19 pandemic.

Please take a moment to complete this survey. We want to hear from you whether you are looking after children now or not. While conditions may have begun to improve in places, recovery does not happen evenly across the country. Your responses will help government and local agencies assess what kind of help is most needed and where.

You will receive a \$10 gift to thank you for participating in this study.

To begin your survey, please type the URL into any computer or mobile device's web browser and enter the unique PIN and Password:

URL address: [ SURVEY LINK]

PIN: [PIN] Password: [PASSWORD]

NORC at the University of Chicago is conducting this study on behalf of the U.S. Department of Health and Human Services. Your participation is voluntary, and your responses will be kept private. You have the option to skip any question or end the survey at any time. If you have questions, please call us toll-free at [800 PHONE] or email [EMAIL].

Your continued participation in this study is important. Thank you for sharing your experiences.

Sincerely,



A. Rupa Datta, Ph.D.  
NSECE Project Director  
NORC at the University of Chicago

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number for this information collection is [OMB #] and the expiration date is [DATE]. Please send comments regarding the time required for this survey or any other aspect of the described information collection to: NORC at the University of Chicago, 55 E Monroe St, Ste 3000, Chicago, IL, 60603, Attention: A. Rupa Datta.

[SUID]

**Para español por favor llámenos al [800 PHONE]**

**W2 Workforce Advance Email:** Initial contact 1 - First contact via email with sampled classroom staff.

A dvance email For Wave 1 respondents:

Dear [FIRST NAME][LAST NAME],

Thank you again for taking the time to complete the follow-up survey for the National Survey of Early Care and Education last [MONTH]. Your participation has already helped show how the pandemic has affected early care and education communities and individuals looking after children in different parts of the nation.

We are writing to ask for your assistance again. Please take 20 minutes to complete our follow-up survey to give us a clearer picture of where individuals who work inside the classroom stand today. While conditions may have begun to improve, recovery does not happen evenly across the country. Your responses will help government and local agencies assess what kind of help is most needed and where.

You will receive another \$10 gift to thank you for participating in this study.

To begin your survey please use the secure link below and enter the unique PIN and Password:

URL address: [SURVEY LINK]

PIN: [PIN] Password: [PASSWORD]

NORC at the University of Chicago is conducting this study on behalf of the U.S. Department of Health and Human Services. Your participation is voluntary, and your responses will be kept private. You have the option to skip any question or end the survey at any time. If you have questions, please call us toll-free at [800 PHONE] or email [EMAIL].

Your continued participation in this study is important. Thank you for sharing your experiences.

Sincerely,



A. Rupa Datta, Ph.D.  
NSECE Project Director  
NORC at the University of Chicago

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number for this information collection is [OMB #] and the expiration date is [DATE]. Please send comments regarding the time required for this survey or any other aspect of the described information collection to: NORC at the University of Chicago, 55 E Monroe St, Ste 3000, Chicago, IL, 60603, Attention: A. Rupa Datta.

[SUID]

**Para español por favor llámenos al [800 PHONE]**

Advance Email for Wave 1 nonrespondents:

Subject: NORC study needs your help!

Dear [FIRST NAME][LAST NAME],

We contacted you last fall to take part in a special follow-up survey for the National Survey of Early Care and Education. We understand that you were unable to participate at that time. This has been a very challenging year for so many.

We are checking in with early care and education providers again this spring to see how they are faring and to learn more about how conditions may have changed. Please take a moment to complete this special follow-up survey. We want to hear from you whether you are looking after children now or not. Your responses will help government and local agencies assess what kind of help is most needed and where.

You will receive a \$10 gift to thank you for participating in this study.

To begin your survey please use the secure link below and enter the unique PIN and Password:

URL address: [SURVEY LINK]

PIN: [WEBPIN] Password: [WEBPWD]

NORC at the University of Chicago is conducting this study on behalf of the U.S. Department of Health and Human Services. Your participation is voluntary, and your responses will be kept private. You have the option to skip any question or end the survey at any time. If you have questions, please call us toll-free at [800 PHONE] or email [EMAIL].

Your continued participation in this study is important even if you were unable to complete our survey in the fall. Thank you for sharing your experiences.

Sincerely,



A. Rupa Datta, Ph.D.  
NSECE Project Director  
NORC at the University of Chicago

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number for this information collection is [OMB #] and the expiration date is [DATE]. Please send comments regarding the time required for this survey or any other aspect of the described information collection to: NORC at the University of Chicago, 55 E Monroe St, Ste 3000, Chicago, IL, 60603, Attention: A. Rupa Datta.

[SUID]

**Para español por favor llámenos al [800 PHONE]**

**W2 Workforce Thank You/Reminder Postcard:** Initial contact 2 - Sent to sampled classroom staff who have not yet participated approximately one week after the mailing of the advance letter.

**You're invited!**

Dear [FIRST NAME] [LAST NAME]

We recently sent you a letter asking you to participate in a special follow-up study sponsored by the Administration for Children and Families. This study seeks to understand the experiences of early care and education classroom staff almost a year from the start of the pandemic.

Please take 20 minutes to complete the survey. You will receive a \$10 thank you gift for taking the time to answer the study questions.

If you have already completed this survey, thank you! If not, we ask you complete it as soon as possible. You can access the survey by typing the secure URL into the browser of any computer or mobile device and entering the PIN and Password:

If you have any questions, please contact us at [EMAIL ADDRESS]

or [800 NUMBER].

**Thank you!**

**To complete the survey visit us!**

- 1** [Survey Link]
- 2** Enter your pin and password
- 3** Complete the questionnaire!

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number for this information collection is [OMB #] and the expiration date is [DATE]. Please send comments regarding the time required for this survey or any other aspect of the described information collection to: NORC at the University of Chicago, 55 E Monroe St, Ste 3000, Chicago, IL, 60603, Attention: A. Rupa Datta.

**W2 Workforce Follow-up Letter:** Initial contact 3 - Sent to sampled workforce respondents who have not yet participated approximately two weeks after the mailing of the thank you/reminder postcard.

Dear [FIRST NAME][LAST NAME],

**We need your help.** [FOR WAVE 1 PARTICIPANTS:] You participated in a special follow-up survey for the National Survey of Early Care and Education last fall. We are asking you to complete another short survey to help us learn how conditions may have changed over the past few months.

[FOR WAVE 1 NON-RESPONDENTS:] You participated in the National Survey of Early Care and Education in the past, sharing information about the care you provide for children in your area. We are asking you to complete another short survey to help us learn how the pandemic has affected individuals who care for children in the classroom across the nation.

Your continued participation in this study is critical whether you are looking after children or not. Your responses will be combined with information collected previously to create a national picture of early care and education both before and after the onset of the pandemic. This picture will help government agencies and policymakers understand what resources are needed most and where.

To thank you for your participation, we will send you a \$10 thank you gift.

To begin, please type the secure URL into any computer or mobile device's web browser and enter the unique PIN and Password:

URL address: [ [SURVEY LINK](#) ]

PIN: [PIN]      Password: [PASSWORD]

Because this survey is so important, a professional interviewer will be contacting you soon to answer any questions you might have and assist you in completing the survey. You can call us toll free at [800 NUMBER] or email us at [EMAIL] if you have questions or need assistance.

We hope you will decide to take part in this important effort!

Thank you,



A. Rupa Datta, Ph.D.  
NSECE Project Director  
NORC at the University of Chicago

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number for this information collection is [OMB #] and the expiration date is [DATE]. Please send comments regarding the time required for this survey or any other aspect of the described information collection to: NORC at the University of Chicago, 55 E Monroe St, Ste 3000, Chicago, IL, 60603, Attention: A. Rupa Datta.

[SUID]

**Para español por favor llámenos al [800 NUMBER]**

**W2 Workforce Respondent Last Chance contact:** Initial contact 3 - Sent to sampled workforce respondents who have not yet participated approximately two weeks after the mailing of the thank you/reminder postcard.

Dear [FIRST NAME][LAST NAME],

**Time is running out!** Please take some time today to contribute to this special follow-up study for the National Survey of Early Care and Education (NSECE).

Please participate; this is your chance to help government agencies and policymakers understand how individuals who work in the classroom are managing nearly a year after the start of the pandemic. You represent many other classroom staff across the nation and cannot be replaced by someone else. You will receive a \$10 thank you gift for taking the time to participate in this study.

To begin the survey, please type the secure URL into any computer or mobile device's web browser and enter the unique PIN and Password:

URL address: [SURVEY LINK]

PIN: [PIN] Password: [PASSWORD]

If you have questions or need help completing your survey, please call your local Field Manager, [FNAME LNAME] at [PHONE]. You can also learn more about the study at [WEBSITE].

Sincerely,



A. Rupa Datta, Ph.D.

NSECE Project Director  
NORC at the University of Chicago

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number for this information collection is [OMB #] and the expiration date is [DATE]. Please send comments regarding the time required for this survey or any other aspect of the described information collection to: NORC at the University of Chicago, 55 E Monroe St, Ste 3000, Chicago, IL, 60603, Attention: A. Rupa Datta.

[SUID]

**Para español por favor llámenos al [800 NUMBER]**

**W1 Workforce Additional Contacts:** As needed - Sent to sampled workforce by email or mail who have not yet completed.

**CONTACT for Break-Offs:** As-needed – Sent to sampled classroom staff who have started but not yet completed the survey.

SUBJECT: Keep moving forward!

Dear [FIRST\_NAME] [LAST\_NAME],

Thank you for starting the National Survey of Early Care and Education follow-up questionnaire. Please take a few minutes to complete today. To thank you for your time, you will receive a \$10 gift.

To continue your survey where you left off, click on the secure URL to open the survey and enter the PIN and password below:

URL address: [ [SURVEY LINK](#) ]

PIN: [PIN] Password: [PASSWORD]

Your complete response will help ensure that the results of this study are valid and accurate. If you experienced technical difficulties that prevented you from completing the survey, let us know by replying to this message or calling toll-free at [800 NUMBER]. We will resolve the issue right away.

We need your help to make this study a success!

Thank you,



A. Rupa Datta, Ph.D.  
NSECE Project Director  
NORC at the University of Chicago

---

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number for this information collection is [OMB #] and the expiration date is [DATE]. Please send comments regarding the time required for this survey or any other aspect of the described information collection to: NORC at the University of Chicago, 55 E Monroe St, Ste 3000, Chicago, IL, 60603, Attention: A. Rupa Datta.

**PARA ESPAÑOL POR FAVOR LLÁMENOS AL [800 NUMBER].**

[SUID]

**CONTACT for Prompting:** Prompt for respondents who have not yet responded to initial mailings or email.

Dear [FIRST NAME][LAST NAME],

We have been trying to reach you about participating in the National Survey of Early Care and Education special follow-up study. While the COVID-19 pandemic has taken a toll on the nation, it has also highlighted what a critical role early care and education providers and classroom staff play in families' lives and the economy. We need reliable and accurate information to help support the continued restoration of early care and education across the nation as the pandemic subsides.

To contribute to this effort, please take 20 minutes to complete the NSECE follow up survey. By sharing your experiences, you will help government agencies and community organizations better understand how the pandemic has affected early care and education classroom staff over the past several months, what challenges they have faced in re-entering the classroom, and what supports are most needed to help us move forward.

Your continued participation in this study is important even if you are not currently caring for children. To thank you for your participation, we will send you a \$10 gift for responding to the survey.

To access the web survey, please type the URL into any computer or mobile device's web browser and enter the unique PIN and Password:

URL address: [SURVEY LINK]

PIN: [PIN] Password: [PASSWORD]

NORC at the University of Chicago is conducting this study on behalf of the U.S. Department of Health and Human Services. Your participation is voluntary, and your responses will be kept private. You have the option to skip any question or end the survey at any time. If you have questions, please call us toll-free at [800 NUMBER] or email [EMAIL ADDRESS].

We need your help to make this study a success. Your experiences are unique and you cannot be replaced by anyone else.

Sincerely,



A. Rupa Datta, Ph.D.  
NSECE Project Director  
NORC at the University of Chicago

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number for this information collection is [OMB #] and the expiration date is [DATE] Please send comments regarding the time required for this survey or any other aspect of the described information collection to: NORC at the University of Chicago, 55 E Monroe St, Ste 3000, Chicago, IL, 60603, Attention: A. Rupa Datta.

[SUID]

Para español por favor llámenos al [800 NUMBER]



**CONTACT for Refusals:** Contact for respondents who have given us a general refusal.

Dear [FIRST NAME][LAST NAME],

We hope you will decide to complete the NSECE follow-up questionnaire. We desperately need accurate information to help restore early care and education over the coming months. This information will inform plans to better support teachers and aides in the future through national emergencies like this one. The only way we can get accurate information about how the pandemic has affected classroom staff is by going directly to people, like you, who have worked directly with young children.

Please take some time to participate in this study. You represent many other early care and education teachers and aides across the nation and cannot be replaced by someone else. Your responses will be kept private and you may skip any question.

To access the survey, enter the secure URL into any computer or mobile device's web browser and using your unique PIN and Password:

URL address: [SURVEY LINK]  
PIN: [PIN] Password: [PASSWORD]

If you have any questions or need any help to get started, call us at [800 NUMBER] or email us at [EMAIL ADDRESS].

We understand that this is a difficult time and we appreciate your help.

Thank you,



A. Rupa Datta, Ph.D.  
NSECE Project Director  
NORC at the University of Chicago

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number for this information collection is [OMB #] and the expiration date is [DATE] Please send comments regarding the time required for this survey or any other aspect of the described information collection to: NORC at the University of Chicago, 55 E Monroe St, Ste 3000, Chicago, IL, 60603, Attention: A. Rupa Datta.

[SUID]

**Para español por favor llámenos al [800 NUMBER]**

**CONTACT for Respondents no longer serving children:** We expect that some workforce members will no longer be serving children.

Dear [FIRST NAME][LAST NAME],

Thank you for talking with us recently. Even though you are not caring for children right now, we would still like you to participate in this special follow-up study for the National Survey of Early Care and Education.

Please take 20 minutes to complete your questionnaire today. We are interested in learning more about the challenges and obstacles that have prevented early care and education classroom staff from going back to the classroom. You may not currently care for children because your employer has closed; we want to hear from you! Your response will help make the results of this study more accurate.

You will receive a \$10 thank you gift for participating.

To get started, please type the secure URL into any computer or mobile device's web browser and enter the unique PIN and Password:

URL address: [SURVEY LINK]  
PIN: [PIN] Password: [PASSWORD]

An interviewer will contact you again soon to see if we can answer any questions about this study or help you complete the questionnaire.

If you have any questions or need any help to get started, call us at [800 NUMBER] or email us at [EMAIL ADDRESS].

We appreciate your help and effort during this difficult time!

Thank you,



A. Rupa Datta, Ph.D.  
NSECE Project Director  
NORC at the University of Chicago

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number for this information collection is [OMB #] and the expiration date is [DATE] Please send comments regarding the time required for this survey or any other aspect of the described information collection to: NORC at the University of Chicago, 55 E Monroe St, Ste 3000, Chicago, IL, 60603, Attention: A. Rupa Datta.

[SUID]

Para español por favor llámenos al [800 NUMBER]

**CONTACT for Respondents refusing due to time constraints :** We expect that some work force respondents may indicate that they are too busy to participate. This contact will be sent to classroom staff who indicate refusal due to lack of time.

Dear [FIRST][LAST],

We understand that you are busy, and our interviewers are willing to do whatever is necessary to reduce the burden of this interview on you. We are able to conduct the interview over the phone and can do it in several shorter sessions instead of all at once if this suits your schedule better. The interviewer who will contact you will make every attempt to accommodate your schedule.

Your participation makes a difference. This is your opportunity to contribute to an important effort. We are asking individuals to complete this special follow-up survey to help learn how the COVID-19 pandemic has impacted individuals working with children inside the classroom. Many states are collecting information to learn what services are available to families locally. This special follow-up study will develop a national profile, comparing responses collected in this follow-up survey to what was collected in 2019. This profile will serve as a valuable resource for government agencies and policy makers who are trying to help support the people who take up the care for and educate young children.

To get started, please type the secure URL into any computer or mobile device's web browser and enter the unique PIN and Password:

URL address: [SURVEY LINK]  
PIN: [PIN] Password: [PASSWORD]

An interviewer will contact you again soon to see if we can answer any questions about this study or help you complete the questionnaire.

If you have any questions or need any help to get started, call us at [800 NUMBER] or email us at [EMAIL ADDRESS].

We appreciate your help and effort during this difficult time!

Thank you,



A. Rupa Datta, Ph.D.  
NSECE Project Director  
NORC at the University of Chicago

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number for this information collection is [OMB #] and the expiration date is [DATE] Please send comments regarding the time required for this survey or any other aspect of the described information collection to: NORC at the University of Chicago, 55 E Monroe St, Ste 3000, Chicago, IL, 60603, Attention: A. Rupa Datta.

[SUID]

**Para español por favor llámenos al [800 NUMBER]**

**TALKING POINTS for field interviewers and refusal conversion contacts on privacy concerns:** We expect that some workforce respondents may have privacy concerns about participation. The following talking points will be used by field interviewers to communicate with respondents to address those concerns. The talking points will also be included in ad hoc refusal conversion or prompting contacts.

We understand that you may have concerns about sharing information about yourself. We want to reassure you that all information you provide is kept private, and your answers and identity are protected. Here are just a few of the many steps we take to protect your information:

- Your name is never kept with your survey answers so no one can know how you responded. Likewise your individual responses will not be shared with any other childcare organizations. Survey findings are put into summary reports that contain no names or other information that identifies you or your organization.
- All NSECE staff who handle the information collected for the study must sign an agreement that provides for criminal and civil penalties if privacy is breached.
- The NSECE has a federal Certificate of Confidentiality that helps us further protect the privacy of our participants. With this Certificate, we cannot be forced (for example by court order or subpoena) to disclose information that may identify you in any federal, state, local, civil, criminal, legislative, administrative, or other proceedings.
- The U.S Department of Health and Human Services that sponsors the study does not have any way to identify you from your answers.
- We do not sell or provide your name to any mailing lists, organizations, or government agencies.
- The tablets used by the field interviewers have several levels of security. Once you give us your information, it is encrypted and then sent by a secure connection to our data bank, which is also protected by multiple layers of security.

**General TALKING POINTS for field interviewers and contacts:** We expect that some participants will require several contacts before they complete the survey. The talking points below allow us to provide respondents with additional information about the study and communicate the importance of their participation. We may use a selection of these items depending on the context of the refusal or type of home-based provider.

Thank you for talking with us. Below we have included some information about this special follow-up study. We hope that it will encourage you to take part in this important effort.

### Why is this NSECE follow-up study so important?

Information collected from this follow-up study:

- Will be used to create a comprehensive profile of child care and early education both before and after the onset of the pandemic, including individuals who work directly with children in the classroom.
- Will help understand the critical role individuals who care for children have played during the early stages of the pandemic when many child care options were unavailable.
- Will provide valuable information on why some individuals who worked in an early care and education setting have taken different jobs in recent months
- Will help government agencies better understand what challenges classroom staff have faced working with children in these new circumstances and what additional assistance is needed
- Will give government agencies and policymakers information needed to continue to support providers through the recovery and even help them to thrive.

### Why are you so important to the NSECE?

- You were selected through scientific sampling. Because you represent so many others, you cannot be replaced.
- Because such a diversity of people look after children, we need to hear from as many individuals as possible who participated in the 2019 NSECE whether you are looking after children right now or not. This will ensure that we understand fully how families and caregivers have been affected.
- Your participation allows you to share your experiences in the wake of the pandemic. This information may inform important policy decisions that could affect the needs of families in your community.
- Public policy decisions about child care and early education should be based on accurate information. The most effective way to get this information is by going directly to people like you who have worked directly with children in the classroom. We need you to answer these questions so that policies will not be based on wrong information and guesswork.

Workforce Thank You Letter: Post participation - Sent to respondents after completion of the survey to thank them for participation.

Dear [FIRST NAME] [LAST NAME],

We want to take a moment to thank you for participating in the National Survey of Early Care and Education 2019 (NSECE) COVID-19 Follow-Up Study. The survey you completed will help us better understand the need for supports and assistance for early care and education services in your community. [WAVE 1 ONLY:] We may contact you again in the future to learn how you are managing through the recovery.

In appreciation of your time and effort spent in answering our questions, we have enclosed a \$10 gift.

If you have any additional questions you may contact us at [800 PHONE] or [EMAIL].

Thank you again for sharing your experiences during this challenging time with us.

Gratefully yours,

The NSECE Team

**Workforce Frequently Asked Questions (FAQs):** Letters will include a selection of FAQs on the back depending on content of letter.

**What is the NSECE?**

The National Survey of Early Care and Education is the only national study aimed at better understanding the people and programs throughout the country that take care of America’s children and the services that they provide. The study was first conducted in 2012, and in 2019 we collected new information to properly inform policies and practices to support early care and education providers and classroom staff. Now we are following up with individuals working directly with children in the classroom who participated in the 2019 NSECE to understand how COVID-19 has impacted early care and education classroom staff. To learn more about the follow-up survey, please visit the study page at [OPRE WEBSITE].

**Who is NORC at the University of Chicago?**

NORC at the University of Chicago (NORC) is conducting this study. NORC is an independent, non-partisan research institution that helps federal agencies, decision-makers, and nonprofits make better decisions through data and analysis. For more information about us, please visit [www.norc.org](http://www.norc.org).

**Who sponsors this study?**

This study is sponsored by the Office of Planning, Research, and Evaluation within the Administration for Children and Families, one of the largest sources of public support for early and school-age care in our country.

**How can I learn more about the NSECE and how the survey data have been used?**

More information about the 2012 and 2019 NSECE data and findings can be found at: <http://nsece.norc.org>.

**Why are you contacting me now?**

We are contacting you because you participated in the 2019 NSECE. It is important for us to hear now from everyone who shared information in 2019 to fully understand how the pandemic has affected child care services in your area. You represent many other individuals who work with children like yourself across the nation and cannot be replaced by anyone else.

**Why do you want to interview me? I am no longer working with children.**

We know that early care and education has changed considerably as a result of the pandemic. We want to hear from you even if you are not currently serving children.

**How do I know this is legitimate?**

This survey has been approved by the U.S. Office of Management and Budget number [OMB #]. Without this number we could not conduct this survey.

**What kinds of questions will you ask?**

Your responses to this follow-up survey will be combined with study information from 2019 to create a picture of early care and education both before and after the onset of the pandemic. The survey includes questions about:

- Periods where you were not taking care of children over the past ten months
- Experiences of the pandemic and assistance received
- Changes made to how you care for children
- How you learned about pandemic-related resources and policies

**How do I know my information will be kept safe and private?**

All NORC staff, including interviewers, must sign a pledge to protect your information. If this pledge is broken an employee can lose his/her job and face legal action. Answers that could identify you or your program in any way are separated from your other responses. Survey findings are put into summary reports that contain no names or other identifying information. Your name or any identifying information will never be released to the public.

**Who sees my answers?**

Only a few people who work on this survey ever see any personal information. Survey findings are put into summary reports that contain no names or other identifying information. Information that could identify you or your program will never be released to the public.

**How do you protect my information?**

All information that you provide will be kept private to the fullest extent provided by the law. If you have questions about your rights as a study participant, you may call the NORC Institutional Review Board Administrator, toll free, at 1-866-309-0542.

**How long does the survey take?**

The survey takes about 20 minutes to complete.

**If you have any other questions, call us toll-free at [800 NUMBER] or email us at [EMAIL ADDRESS].**

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number for this information collection is [OMB #] and the expiration date is [DATE]. Please send comments regarding the time required for this survey or any other aspect of the described information collection to: NORC at the University of Chicago, 55 E Monroe St, Ste 3000, Chicago, IL, 60603, Attention: A. Rupa Datta.