

Appendix B:

Center-based Provider COVID-19 Follow-up Survey Contact Materials

Table of Contents

W1 Center-based Provider Advance Letter..... 1

W1 Center-based Provider Advance Email..... 2

W1 Center-based Provider Thank You/Reminder Postcard..... 3

W1 Center-based Provider Follow-up Letter..... 4

W1 Center-based Provider Last Chance Letter..... 6

W2 Center-based Provider Advance Letter..... 7

W2 Center-based Provider Advance Email..... 9

W2 Center-based Provider Thank You/Reminder Postcard..... 11

W2 Center-based Provider Follow-up Letter..... 12

W2 Center-based Provider Last chance contact..... 13

Center-based Provider Additional Contacts..... 14

Center-based Provider Frequently Asked Questions (FAQs)..... 24

W1 Center-based Provider Advance Letter: Initial contact 1 –First contact with sampled providers.

Dear [PROVIDER NAME],

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

Right now, early care and education providers continue to face unprecedented challenges because of the COVID-19 pandemic. 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. Eligible respondents will receive a \$10 thank you gift for participating.

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 Center-based Provider Advance Email: Initial contact 1 - First email contact with sampled provider, shortly after the advance letter.

Subject: NORC study needs your help!

Dear [PROVIDER NAME],

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

Right now, early care and education providers continue to face unprecedented challenges because of the COVID-19 pandemic. 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 serving children. Eligible respondents will receive a \$10 thank you gift for participating.

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 Center-based Provider Thank You/Reminder Postcard: Initial contact 2 - Sent to sampled providers who have not yet participated approximately one week after the mailing of the advance letter.

You're invited!

Dear [ADMINISTRATOR],

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 providers between March and October 2020 and learn more about how you have managed the effects of the pandemic during this time period.

Please take 20 minutes to complete the survey. Eligible respondents 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 Completethequestionnaire!

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

W1 Center-based Provider Follow-up Letter: Initial contact 3 - Sent to sampled providers who have not yet participated approximately two weeks after the mailing of the thank you/reminder postcard.

Dear [PROVIDER 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.]

P lease participate today. We understand that this is a difficult time for many. Early care and education providers are facing unprecedented challenges as they attempt to keep businesses afloat in the face of shut downs and work-from-home orders and to provide safe environments for their staff and the children they care for. 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.

Eligible respondents will receive a \$10 thank you gift for taking the time to answer the survey questions. 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.

[SUID]

Para español por favor llámenos al [800 NUMBER]

W1 Center-based Provider Last Chance Letter: Last contact with sampled providers.

Dear [ADMINISTRATOR],

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 organization's experiences with the pandemic are reflected in the results.

Y our participation makes a difference. Right now, government agencies and community organizations are doing their best to offer the support they think early care and education providers need to continue or resume caring for children. But, 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 providers in coming months.

Eligible respondents will receive a \$10 gift for taking the time to answer the survey questions.

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 providers 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.

[SUID]

Para español por favor llámenos al [800 NUMBER]

W2 Center-based Provider Advance Letter: Initial contact 1 – sent to center-based providers to invite them to complete the wave 2 survey.

Advance Letter Invitation For Wave 1 respondents:

Dear [PROVIDER 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.

[SUID]

Para español por favor llámenos al [800 PHONE]

Advance Letter for Wave 1 nonrespondents:

We contacted you last fall to take part in a special follow-up survey for the National Survey of Early Care and Education to learn how providers 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 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.

W2 Center-based Provider Advance Email: We anticipate that not all sampled providers will respond to W1. We have created 2 versions of the initial email contact to reflect two types of W2 respondents : Wave 1 respondents and Wave1 nonrespondents.

First Advance Email For Wave 1 respondents:

Dear [PROVIDER 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.

Eligible respondents 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.

[SUID]

Para español por favor llámenos al [800 PHONE]

FAdvance email 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 early care and education providers 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.

Eligible respondents 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 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.

W2 Center-based Provider Thank You/Reminder Postcard: Initial contact 2 - Sent to sampled providers who have not yet participated approximately one week after the mailing of the advance letter.

You're invited!

Dear [ADMINISTRATOR],

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 providers almost a year from the start of the pandemic.

Please take 20 minutes to complete the survey. Eligible respondents 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.

W2 Center-based Provider Follow-up Letter: Initial contact 3 – Sent to sampled center-based providers who have not yet participated approximately two weeks after the mailing of the thank you/reminder postcard.

Dear [PROVIDER],

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 center-based care 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 policy makers 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 [PHONE] 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.

[SUID]

Para español por favor llámenos al 1-800-487-4609

W2 Center-based Provider Last chance contact:-Last contact sent to sampled center-based providers who have not yet participated.

Dear [PROVIDER],

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 providers are managing nearly a year after the start of the pandemic. You represent many other providers 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 OM

[SUID]

Para español por favor llámenos al [800 NUMBER]

Center-based Provider Additional Contacts: As needed - Sent to sampled providers by email or mail who have not yet completed.

CONTACT for Break-Off: As-needed - Sent to sampled providers 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. Eligible respondents will receive a \$10 gift for participating.

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.

Dear [PROVIDER],

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 providers like you 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 providers over the past several months, what challenges they have faced in re-opening, 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. Eligible respondents will receive a \$10 thank you gift for participating.

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.

[SUID]

Para español por favor llámenos al [800 NUMBER]

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

Dear [PROVIDER],

We hope you will decide to complete the NSECE follow-up questionnaire. We desperately need accurate information to help restore early care and education (ECE) over the coming months and to make plans to better support providers in the future through national emergencies like this one. The only way we can get accurate information about how the pandemic has affected early care and education organizations is by going directly to people, like you, who work in the field.

Please take some time to participate in this study. You represent many other early care and education providers across the nation and cannot be replaced by someone else. Your responses will be kept private and you may skip any question. Eligible respondents will receive a \$10 thank you gift for participating.

To access the survey, enter the secure URL into any computer or mobile device's web browser and use 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.

[SUID]

Para español por favor llámenos al [800 NUMBER]

CONTACT for RESPONDENTS NEW to the NSECE: we expect that some individuals who participated in the NSECE in 2019 may no longer be working at a center or the center itself may be closed and we are communicating with a headquarters or a regional office.

Dear Provider,

Thank you for talking with us recently. [PROVIDER NAME] participated in the National Survey of Early care and Education (NSECE) in 2019. We understand that you were not the individual who completed that questionnaire, so we wanted to take a moment to share some information about that study and explain why we are contacting you now.

The NSECE is the only national survey of child care and early education use and availability. The 2012 NSECE has helped us learn an enormous amount about families who use ECE, as well as about those who provide ECE, such as ECE programs, teachers and caregivers, and individuals who regularly care for children who are not their own. We collected new information in 2019 to help learn how policy and program changes have affected providers and the availability of ECE services since 2012. You can learn more about the NSECE here and see some study results: [norc.org study page]

We are contacting you now to ask you to participate in a special follow-up study that is designed to learn how the COVID-19 Pandemic has impacted early care and education providers across the nation. NSECE data has already served as a valuable resource for federal and local government agencies at the start of the pandemic. Now we are collecting information on providers' experiences from the start of the pandemic through the past several months. Your responses will be combined with data collected in 2019 to create a clear picture of early care and education before and after the onset of the pandemic.

It is important that we hear from all early care and education providers whether they are looking after children now or not. Please take some time to participate today. Eligible respondents 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 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.

[SUID]

Para español por favor llámenos al [800 NUMBER]

CONTACT for Respondents no longer serving children: We expect that centers may be temporarily closed or permanently closed. This contact will be sent to providers who see themselves as ineligible to participate because they are no longer serving children.

Dear [PROVIDER],

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 what barriers have prevented early care and education providers from re-opening over the past several months and what help is needed to make more child care options available for the families who need it. Your response will help make the results of this study more accurate.

Eligible respondents 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.

[SUID]

Para español por favor llámenos al [800 NUMBER]

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

Dear [PROVIDER],

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 early care and education services. 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 rebuild and strengthen care options for families in the wake of the pandemic.

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.

Para español por favor llámenos al [800 NUMBER]

TALKING POINTS for field interviewers and contacts on privacy concerns: We expect that some center-based 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 your organization. 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 organization's 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 child care 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 combined with information collected in 2019 to create a comprehensive profile child care and early education both before and after the onset of the pandemic.
- Will provide critical information on what barriers have prevented some providers from re-opening after shut-down orders were lifted.
- Will help government agencies better understand what challenges providers have faced after re-opening and what additional assistance is needed
- Will be used to evaluate communication efforts and how effectively information was distributed about pandemic-related assistance to the early care and education communities
- Will give government agencies and policymakers critical 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 you are represented in the 2019 NSECE, we need to hear about your experiences during the initial months of the pandemic. Your continued participation in this study will increase the value of these data by allowing us to track changes over time.
- 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 early care and education should be based on accurate information. The most effective way to get this information is by going directly to people who work in the field.

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

Dear [PROVIDER NAME],

We want to take a moment to thank you for participating in the special follow-up survey for National Survey of Early Care and Education (NSECE). Your response will help inform efforts to better support early care and education providers during these challenging times. [WAVE 1 ONLY:] We may contact you again in the future to learn how your program is 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. We value your continued participation in this important study.

Gratefully yours,

The NSECE Team

Center-based Provider 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 better understand how early care and education had changed in the seven years since the study had first been conducted. Now we are following up with centers and classroom staff who participated in the 2019 NSECE to learn more about how COVID-19 has impacted them. 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.
[w](#)

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 NSECE 2012 and 2019 data and findings can be found at: [h ttp://nsece.norc.org](http://nsece.norc.org).

Why are you contacting me now?

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

Why do you want to interview me? We are not currently serving 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 your program is not currently serving children, or provides only limited services.

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 of closure 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 organization 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].

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.