

## **Appendix Y**

### **FACES 2019 Spring 2022 Respondent Materials**

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**FACES 2019 SPRING 2022 Special Parent Survey Invitation Email**

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**TO:** [PARENT EMAIL ADDRESS]  
**FROM:** FACES Study Team  
**SUBJECT:** FACES Study Invitation

Dear [PARENT],

Thank you for taking part in the Head Start Family and Child Experiences Survey (FACES) last fall.

A few things you might remember about the study:

- The study focuses on children’s development, family involvement, and program quality to identify strategies for improving Head Start. It is very important because it will help the Office of Head Start (OHS) understand the unique needs of Head Start families two years after the COVID-19 pandemic began.
- It is funded by the Administration for Children and Families, in the U.S. Department of Health and Human Services.
- Mathematica, an independent research firm, is conducting the study.

As part of this study, we invite you to complete a spring survey about you, your family, and your child. The survey is available in English and Spanish. You can complete it over the phone or on the web. To complete it over the phone, or if you need to complete the survey in a language other than English or Spanish please call 833-961-2893 toll-free. The survey will take about 35 minutes to complete. **After you complete the survey, as a thank you, we will send you a \$30 gift card.**

**We encourage you to complete the survey online at:  
[UNIQUE SURVEY LINK]**

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

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

- There are a few short answer questions in this survey. The information you provide as part of these questions may be directly quoted in order to illustrate a point, but no specific names or places (or any other information that could identify an individual, program, or community) that you mention will be used in study reports.
- Taking part in FACES is up to you. There is no penalty if you decide not to participate. There are no risks from taking part in the study. However, you may be asked sensitive questions. You may choose not to answer those questions or any questions.
- This study will not affect the Head Start services you and your child receive. No one from Head Start will see your answers.

If you have questions about FACES, please call Sara Skidmore, the survey director, at 833-961-2893. This call is toll-free. You can also email us at [FACES@mathematica-mpr.com](mailto:FACES@mathematica-mpr.com). To learn more about FACES, visit the FACES website at <https://www.acf.hhs.gov/opre/project/head-start-family-and-child-experiences-survey-faces-1997-2022>.

Thanks again for taking part in FACES.

Sincerely,



Sara Skidmore  
FACES Survey Director

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**FACES 2019 SPRING 2022 Special Parent Survey Invitation Letter**

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Sara Skidmore  
FACES Survey Director



1100 First Street, NE, 12th Floor  
Washington, DC 20002  
Phone: 202-484-5273  
Fax: 202-863-1763  
www.mathematica.org

[DATE]

[PARENT NAME]  
[PARENT ADDRESS]

Dear [PARENT]:

Thank you for taking part in the Head Start Family and Child Experiences Survey (FACES) last fall.

A few things you might remember about the study:

- The study focuses on children’s development, family involvement, and program quality to identify strategies for improving Head Start. It is very important because it will help the Office of Head Start (OHS) understand the unique needs of Head Start families two years after the COVID-19 pandemic began.
- It is funded by the Administration for Children and Families, in the U.S. Department of Health and Human Services.
- Mathematica, an independent research firm, is conducting the study.

As part of this study, we invite you to complete a spring survey about you, your family, and your child. The survey is available in English and Spanish. You can complete it over the phone or on the web. To complete it over the phone, or if you need to complete the survey in a language other than English or Spanish please call 833-961-2893 toll-free. The survey will take about 35 minutes to complete. **After you complete the survey, as a thank you, we will send you a \$30 gift card.**

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

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

You may also access the survey by scanning the following code:  
[QR CODE]

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

- Your answers will be kept private to the extent permitted by law. We will only report results for groups. We will never report details that identify you, your child, or your child’s Head Start program. No one from your Head Start program will see or hear your individual responses, and your name and your program’s name will not be shared with the OHS or in any reports.

- In the future, survey responses from the study (with nothing identifying individuals, programs, or communities) may be securely shared with qualified individuals for additional learning purposes to better understand the strengths and needs of children and families in Head Start and the programs that work with them.
- There are a few short answer questions in this survey. The information you provide as part of these questions may be directly quoted in order to illustrate a point, but no specific names or places (or any other information that could identify an individual, program, or community) that you mention will be used in study reports.
- Taking part in FACES is up to you. There is no penalty if you decide not to participate. There are no risks from taking part in the study. However, you may be asked sensitive questions. You may choose not to answer those questions or any questions.
- This study will not affect the Head Start services you and your child receive. No one from Head Start will see your answers.

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Thanks again for taking part in FACES.

Sincerely,



Sara Skidmore  
FACES Survey Director

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**FACES 2019 SPRING 2022 Special Parent Survey Reminder Email**

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**TO:** [PARENT EMAIL ADDRESS]  
**FROM:** FACES Study Team  
**SUBJECT:** FACES Study Reminder

Dear [PARENT],

Recently, we invited you to complete a spring survey about you, your family, and your child for the Head Start Family and Child Experiences Survey (FACES). The survey is available in English and in Spanish. You can complete it over the phone or on the web. To complete it by phone, or if you need to complete the survey in a language other than English or Spanish, please call 833-961-2893 toll-free. The survey will take about 35 minutes to complete. **After you complete the survey, as a thank you, we will send you a \$30 gift card.**

As a reminder:

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- It is funded by the Administration for Children and Families, in the U.S. Department of Health and Human Services.
- Mathematica, an independent research firm, is conducting the study.

**We encourage you to complete the survey online at:  
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FACES Survey Director

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**FACES 2019 Spring 2022 Special Parent Survey Reminder Letter**

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1100 First Street, NE, 12th Floor  
Washington, DC 20002  
Phone: 202-484-5273  
Fax: 202-863-1763

[DATE]

[PARENT NAME]  
[PARENT ADDRESS]

Dear [PARENT]:

Recently, we invited you to complete a spring survey about you, your family, and your child for the Head Start Family and Child Experiences Survey (FACES). The survey is available in English and in Spanish. You can complete it over the phone or on the web. To complete it by phone, or if you need to complete the survey in a language other than English or Spanish, please call 833-961-2893 toll-free. **The survey will take about 35 minutes to complete. After you complete the survey, as a thank you, we will send you a \$30 gift card.**

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- Mathematica, an independent research firm, is conducting the study.

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[WEBSITE].

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

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[QR CODE]

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better understand the strengths and needs of children and families in Head Start and the programs that work with them.

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Sincerely,



Sara Skidmore  
FACES Survey Director

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**FACES 2019 Spring 2022 Teacher Survey and  
Special Teacher Child Report Invitation Letter**

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Sara Skidmore  
FACES Survey Director



Mathematica

Progress Together

1100 First Street, NE, 12th Floor  
Washington, DC 20002  
Phone: 202-484-5273  
Fax: 202-863-1763  
www.mathematica-mpr.com

[DATE]

Dear [TEACHER]:

Thank you for taking part in the Head Start Family and Child Experiences Survey (FACES). This past fall [HEAD START PROGRAM NAME] was selected to take part in this important study.

A few things you might remember about the study:

- Mathematica, an independent research firm, is conducting FACES.
- The Administration for Children and Families, part of the U.S. Department of Health and Human Services, funds the study.
- The study focuses on children's development, family involvement, and program quality to identify strategies for improving Head Start. It is very important because it will help the Office of Head Start (OHS) understand the unique needs of Head Start families and staff two years after the COVID-19 pandemic began.

This spring we are asking **you to complete a short form, the Teacher Child Report (TCR), for each child participating in FACES in your class.** The form asks about the social skills and approaches to learning that you have seen these children use, as well as behaviors you might have seen. Each form should only take about 10 minutes to complete. **As a thank you, we will send you a \$10 gift card for each TCR you complete.**

In addition to completing the TCRs, **we are asking you to complete a Teacher Survey.** It should take about 40 minutes to complete. The survey will ask about children's classroom activities, the materials used in the classroom, the use of different languages in the classroom, and the ways that you involve and interact with children's parents. It will ask about your feelings, education and training, and professional development you may have taken part in over the past year. It will also include questions about your well-being two years after the COVID-19 pandemic began.

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

We want you to know that:

- Taking part in FACES is voluntary. You do not have to take part in this study. If at any point you decide not to continue in the study, that is okay. There are no risks from taking part in the study. However, you may be asked sensitive questions. You may choose not to answer those questions or any questions.

LETTER TO: TEACHER

FROM: Sara Skidmore

DATE:

PAGE: 2

- Study results will only be reported for groups. No one else from your Head Start program, including your supervisors, will see or hear your individual responses, and your name and your program's name will not be shared with the OHS or in any reports.
- There are a few short answer questions in this survey. The information you provide as part of these questions may be directly quoted in order to illustrate a point, but no specific names or places (or any other information that could identify an individual, program, or community) that you mention will be used in study reports.
- We have a Certificate of Confidentiality from the National Institutes of Health. The Certificate helps us protect your privacy. This means no one can force the study team to give out information that identifies you, even in court. However, we may need to share your information if it shows a serious threat to you or to others, including reporting to authorities when required by law.
- The U.S. Department of Health and Human Services (DHHS) may ask for data for an audit or evaluation. If they do, we will need to provide it. However, only DHHS staff involved in the review will see it.
- In the future, survey responses from the study (with nothing identifying individuals, programs, or communities) may be securely shared with qualified individuals for additional learning purposes to better understand the strengths and needs of children and families in Head Start and the programs that work with them.

We have enclosed some helpful tips for completing your teacher survey and TCRs online. When you visit the website, you should use the log-in ID and password below. These are secure and will not be shared with anyone except you. All information you provide will be kept private to the extent permitted by law. Only selected members of the study team will see your responses. Using the log-in ID and password ensures that your information will be protected. If you prefer to complete the survey and TCRs on paper, you may complete the paper copies. Please return them in the pre-paid envelope provided.

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

LETTER TO: TEACHER  
FROM: Sara Skidmore  
DATE:  
PAGE: 3

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

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

**You may also access the survey by scanning the following code:  
[QR CODE]**

Mathematica staff will be happy to answer any questions about FACES and to assist you in any way you need. You can contact Sara Skidmore, the survey director, toll-free at 833-961-2895 or email us at [FACES@mathematica-mpr.com](mailto:FACES@mathematica-mpr.com). To learn more about FACES, visit the FACES website at <https://www.acf.hhs.gov/opre/project/head-start-family-and-child-experiences-survey-faces-1997-2022>. Thank you in advance for your help with this important research.

Sincerely,



Sara Skidmore  
FACES Survey Director

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**FACES 2019 Spring 2022 Teacher Survey and  
Special Teacher Child Report Reminder Email**

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**TO:** [TEACHER EMAIL ADDRESS]  
**FROM:** FACES Study Team  
**SUBJECT:** FACES Study Reminder

Dear [TEACHER]:

You were recently invited to complete a **Teacher Child Report (TCR)** for each child participating in the Head Start Family and Child Experiences Survey (FACES) in your class. Each TCR should take only about 10 minutes to complete. You were also invited to complete a 40-minute **Teacher Survey**. According to our records, you have [IF TEACHER SURVEY NOT COMPLETE: not completed the Teacher Survey and have] [XX] TCRs left to complete.

As a reminder:

- Mathematica, an independent research firm, is conducting the study.
- It is funded by the Administration for Children and Families, in the U.S. Department of Health and Human Services.
- The study focuses on children's development, family involvement, and program quality to identify strategies for improving Head Start. It is very important because it will help the Office of Head Start (OHS) understand the unique needs of Head Start families and staff two years after the COVID-19 pandemic began.

**We encourage you to complete the survey and/or TCR(s) online at:  
[UNIQUE SURVEY LINK]**

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

If you have questions about FACES or if you prefer to complete the survey or TCRs on paper, please call Sara Skidmore, the survey director, at 833-961-2895. This call is toll-free. You can also email us at [FACES@mathematica-mpr.com](mailto:FACES@mathematica-mpr.com). To learn more about FACES, visit the FACES website at <https://www.acf.hhs.gov/opre/project/head-start-family-and-child-experiences-survey-faces-1997-2022>.

Sincerely,

A handwritten signature in black ink that reads "Sara Skidmore".

Sara Skidmore  
FACES Survey Director

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**FACES 2019 Spring 2022 Teacher Frequently Asked Questions (FAQs)  
(for Programs with Program/Classroom-Level Data Collection only)**

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# Frequently asked questions about the Head Start Family and Child Experiences Survey (FACES) for teachers

**1) What is FACES about?**

FACES is about the experiences of families in Head Start and the services Head Start provides to children and their families. It asks about the growth of Head Start children, quality of Head Start programs and classrooms, and views of Head Start teachers and other staff. Your program has been selected to participate in spring 2022 data collection activities. In spring 2022, the study also looks at child, family, and teacher well-being two years after the COVID-19 pandemic began.

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

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

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

FACES staff will visit your program in spring 2022.

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

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

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

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

**6) Is this a new survey?**

No. This is the seventh round of the study. FACES is an ongoing study of Head Start that began in 1997.





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

We ask teachers to complete a survey about their training and background, classroom activities, and the Head Start program. There will also be questions about your well-being two years after the COVID-19 pandemic began. The survey will take about 40 minutes. We will also visit your classroom for about four hours to observe classroom activities and interactions. Teachers will receive a gift for participating in the classroom observation.

**8) Is there a phone number teachers can call if they have questions?**

Teachers can call Sara Skidmore, the survey director, at 833-961-2895, toll-free, to ask questions.

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

Mathematica agrees to protect the privacy of all study participants to the extent permitted by law. All staff working on the study are required to sign a privacy agreement. The information we collect will be electronically and securely stored and will not be shared with anyone outside of the study team. Your survey responses will be stripped of any identifying features and will be securely shared only with qualified individuals for additional learning purposes, to better understand the strengths and needs of children and families that work with Head Start. Teachers' individual responses will not be shared with anyone at the program, including supervisors.

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

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**FACES 2019 SPRING 2022 Teacher Survey Invitation Letter (for Programs with Program/Classroom-Level Data Collection only)**

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Sara Skidmore  
FACES Survey Director



1100 First Street, NE, 12th Floor  
Washington, DC 20002  
Phone: 202-484-5273  
Fax: 202-863-1763  
www.mathematica-mpr.com

[DATE]

Dear [TEACHER]:

Welcome to the Head Start Family and Child Experiences Survey (FACES). [HEAD START PROGRAM NAME] has been selected to take part in this important study.

A few things you should know about the study:

- Mathematica, an independent research firm, is conducting FACES.
- The Administration for Children and Families, part of the U.S. Department of Health and Human Services, funds the study.
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**FACES staff will also observe your classroom for about four hours.** We will work with [OSC NAME] to schedule the observation. You should not make any special preparations for this visit. **Your classroom will receive a gift for taking part.**

We want you to know that:

- Taking part in FACES is voluntary. You do not have to take part in this study. If at any point you decide not to continue in the study, that is okay. There are no risks from taking part in the study. However, you may be asked sensitive questions. You may choose not to answer those questions or any questions.
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LETTER TO: TEACHER  
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PAGE: 2

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We have enclosed a list of frequently asked questions and some helpful tips for completing your survey online. When you visit the survey website, you should use the log-in ID and password below. These are secure and will not be shared with anyone except you. All information you provide will be kept private to the extent permitted by law. Only selected members of the study team will see your responses. Using the log-in ID and password ensures that your information will be protected. If you prefer to complete the survey on paper, you may complete the paper copy. Please return it in the pre-paid envelope provided.

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**Use the log-in ID and password shown.  
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Mathematica staff will be happy to answer any questions about FACES and to assist you in any way you need. You can contact Sara Skidmore, the survey director, toll-free at 833-961-2895 or email us at [FACES@mathematica-mpr.com](mailto:FACES@mathematica-mpr.com). To learn more about FACES, visit the FACES website at <https://www.acf.hhs.gov/opre/project/head-start-family-and-child-experiences-survey-faces-1997-2022>. Thank you in advance for your help with this important research.

Sincerely,



Sara Skidmore  
FACES Survey Director

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**FACES 2019 Spring Teacher Survey Reminder Email (for Programs  
with Program/Classroom-Level Data Collection only)**

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**TO:** [TEACHER EMAIL ADDRESS]  
**FROM:** FACES Study Team  
**SUBJECT:** FACES Steady Reminder

Dear [TEACHER]:

You were recently invited to complete a **Teacher Survey** for the Head Start Family and Child Experiences Survey (FACES). We encourage you to complete the survey on the web. It should take 40 minutes to complete.

As a reminder:

- Mathematica, an independent research firm, is conducting the study.
- It is funded by the Administration for Children and Families, in the U.S. Department of Health and Human Services.
- The study focuses on children’s development, family involvement, and program quality to identify strategies for improving Head Start. It is very important because it will help the Office of Head Start (OHS) understand the unique needs of Head Start families two years after the COVID-19 pandemic began.

**We encourage you to complete the survey online at:  
[UNIQUE SURVEY LINK]**

If you have questions about FACES or if you prefer to complete the survey on paper, please call Sara Skidmore, the survey director, at 833-961-2895. This call is toll-free. You can also email us at [FACES@mathematica-mpr.com](mailto:FACES@mathematica-mpr.com). To learn more about FACES, visit the FACES website at <https://www.acf.hhs.gov/opre/project/head-start-family-and-child-experiences-survey-faces-1997-2022>.

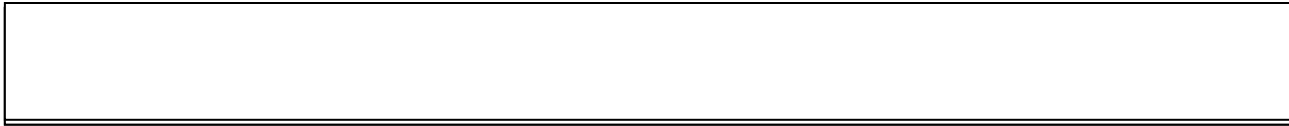
Sincerely,

A handwritten signature in black ink that reads "Sara Skidmore".

Sara Skidmore  
FACES Survey Director

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## **FACES 2019 Spring Program Director Survey Invitation Letter**

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Sara Skidmore  
FACES Survey Director



[DATE]

Dear [PROGRAM DIRECTOR]:

Thank you for taking part in the Head Start Family and Child Experiences Survey (FACES). We are excited about the study and hope you are too.

As you know:

- Mathematica, an independent research firm, is conducting FACES.
- The Administration for Children and Families, part of the U.S. Department of Health and Human Services, funds the study.
- The study focuses on children’s development, family involvement, and program quality to identify strategies for improving Head Start. It is very important because it will help the Office of Head Start (OHS) understand the unique needs of Head Start families and staff two years after the COVID-19 pandemic began.

This spring, **we are asking you to complete a Program Director Survey**. It should take about 40 minutes to complete. The survey will ask about professional development for staff; curriculum and assessment; program management; communication with local schools on the kindergarten transition; data, information, and resources available to your program; participation in state licensing and quality rating and improvement systems; and support for staff working with families affected by substance use. It will also ask about your education and training, professional development you may have taken part in over the past year, and your feelings and well-being two years after the COVID-19 pandemic began.

We want you to know that:

- Taking part in FACES is voluntary. You do not have to take part in this study. If at any point you decide not to continue in the study, that is okay. There are no risks from taking part in the study. However, you may be asked sensitive questions. You may choose not to answer those questions or any questions.
- Study results will only be reported for groups. No one else from your Head Start program, including your supervisors, will see or hear your individual responses, and your name and your program’s name will not be shared with the OHS, and will never be associated with or identified in study reports.
- There are a few short answer questions in this survey. The information you provide as part of these questions may be directly quoted in order to illustrate a point, but no specific names or places (or any other information that could identify an individual, program, or community) that you mention will be used in study reports.

LETTER TO: PROGRAM DIRECTOR

FROM: Sara Skidmore

DATE:

PAGE: 2

- We have a Certificate of Confidentiality from the National Institutes of Health. The Certificate helps us protect your privacy. This means no one can force the study team to give out information that identifies you, even in court. However, we may need to share your information if it shows a serious threat to you or to others, including reporting to authorities when required by law.
- The U.S. Department of Health and Human Services (DHHS) may ask for data for an audit or evaluation. If they do, we will need to provide it. However, only DHHS staff involved in the review will see it.
- In the future, survey responses from the study (with nothing identifying individuals, programs, or communities) may be securely shared with qualified individuals for additional learning purposes to better understand the strengths and needs of children and families in Head Start and the programs that work with them.

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


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

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

**You may also access the survey by scanning the following code:  
[QR CODE]**

Mathematica staff will be happy to answer any questions about FACES and to assist you in any way you need. You can contact Sara Skidmore, the survey director, toll-free at 833-961-2895 or email us at [FACES@mathematica-mpr.com](mailto:FACES@mathematica-mpr.com). To learn more about FACES, visit the FACES website at <https://www.acf.hhs.gov/opre/project/head-start-family-and-child-experiences-survey-faces-1997-2022>.

Sincerely,



Sara Skidmore  
FACES Survey Director

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## **FACES 2019 Spring Program Director Reminder Email**

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**TO:** [PROGRAM DIRECTOR EMAIL ADDRESS]  
**FROM:** FACES Study Team  
**SUBJECT:** FACES Study Reminder

Dear [PROGRAM DIRECTOR]:

Recently you were invited to complete a **Program Director Survey** as part of the Head Start Family and Child Experiences Survey (FACES). We encourage you to complete the survey on the web. It should take 40 minutes to complete.

As a reminder:

- Mathematica, an independent research firm, is conducting the study.
- It is funded by the Administration for Children and Families, in the U.S. Department of Health and Human Services.
- The study focuses on children's development, family involvement, and program quality to identify strategies for improving Head Start. It is very important because it will help the Office of Head Start (OHS) understand the unique needs of Head Start families two years after the COVID-19 pandemic began.

**We encourage you to complete the survey online at:  
[UNIQUE SURVEY LINK]**

If you have questions about FACES or if you prefer to complete the survey on paper, please call Sara Skidmore, the survey director, at 833-961-2895. This call is toll-free. You can also email us at [FACES@mathematica-mpr.com](mailto:FACES@mathematica-mpr.com). To learn more about FACES, visit the FACES website at <https://www.acf.hhs.gov/opre/project/head-start-family-and-child-experiences-survey-faces-1997-2022>.

Sincerely,

A handwritten signature in black ink that reads "Sara Skidmore".

Sara Skidmore  
FACES Survey Director

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## **FACES 2019 Spring Center Director Survey Invitation Letter**

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**Sara Skidmore**  
FACES Survey Director



1100 First Street, NE, 12th Floor  
Washington, DC 20002  
Phone: 202-484-5273  
Fax: 202-863-1763  
www.mathematica.org

[DATE]

Dear [CENTER DIRECTOR]:

Thank you for taking part in the Head Start Family and Child Experiences Survey (FACES). We are excited about the study and hope you are too.

A few things you might know about the study:

- Mathematica, an independent research firm, is conducting FACES.
- The Administration for Children and Families, part of the U.S. Department of Health and Human Services, funds the study.
- The study focuses on children's development, family involvement, and program quality to identify strategies for improving Head Start. It is very important because it will help the Office of Head Start (OHS) understand the unique needs of Head Start families and staff two years after the COVID-19 pandemic began.

This spring, we would like you to complete a 35-minute **Center Director Survey**. Your survey will ask about center hours and staffing; professional development for center staff; curriculum and assessment; program management; data and resources available to your center; and participation in state licensing and quality improvement systems. It will also ask about your feelings and well-being two years after the COVID-19 pandemic began, education and training, and professional development you may have taken part in over the past year.

[IF MULTI-CENTER DIRECTOR:] We understand that you are the center director for two of the centers selected for this study. After you have completed the survey for [FIRST CENTER] on the web, you will be prompted to answer an abbreviated set of questions about [SECOND CENTER].

We want you to know that:

- Taking part in FACES is voluntary. You do not have to take part in this study. If at any point you decide not to continue in the study, that is okay. There are no risks from taking part in the study. However, you may be asked sensitive questions. You may choose not to answer those questions or any questions.
- Study results will only be reported for groups. No one else from your Head Start program including your supervisors, will see or hear your individual responses, and your name and your program's name will not be shared with the OHS, and will never be associated with or identified in study reports.
- There are a few short answer questions in this survey. The information you provide as part of these questions may be directly quoted in order to illustrate a point, but no specific names or places (or any other information that could identify an individual, program, or community) that you mention will be used in study reports.

LETTER TO: CENTER DIRECTOR

FROM: Sara Skidmore

DATE:

PAGE: 2

- We have a Certificate of Confidentiality from the National Institutes of Health. The Certificate helps us protect your privacy. This means no one can force the study team to give out information that identifies you, even in court. However, we may need to share your information if it shows a serious threat to you or to others, including reporting to authorities when required by law.
- The U.S. Department of Health and Human Services (DHHS) may ask for data for an audit or evaluation. If they do, we will need to provide it. However, only DHHS staff involved in the review will see it.
- In the future, survey responses from the study (with nothing identifying individuals, programs, or communities) may be securely shared with qualified individuals for additional learning purposes to better understand the strengths and needs of children and families in Head Start and the programs that work with them.

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

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

**Use the log-in ID and password shown.**

**LOG-IN ID: [LOG-IN ID]**

**PASSWORD: [PASSWORD]**

**You may also access the survey by scanning the following code:  
[QR CODE]**

Mathematica staff will be happy to answer any questions about FACES and to assist you in any way you need. You can contact Sara Skidmore, the survey director, toll-free at 833-961-2895 or email us at [FACES@mathematica-mpr.com](mailto:FACES@mathematica-mpr.com). To learn more about FACES, visit the FACES website at <https://www.acf.hhs.gov/opre/project/head-start-family-and-child-experiences-survey-faces-1997-2022>. Thank you in advance for your help with this important research.

Sincerely,



Sara Skidmore  
FACES Survey Director

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**FACES 2019 Spring 2022 Center Director Reminder Email**

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**TO:** [CENTER DIRECTOR EMAIL ADDRESS]  
**FROM:** FACES Study Team  
**SUBJECT:** FACES Study Reminder

Dear [CENTER DIRECTOR]:

Recently you were invited to complete a **Center Director Survey**. We encourage you to complete the survey on the web. It should take about 35 minutes to complete.

As a reminder:

- Mathematica, an independent research firm, is conducting the study.
- It is funded by the Administration for Children and Families, in the U.S. Department of Health and Human Services.
- The study focuses on children's development, family involvement, and program quality to identify strategies for improving Head Start. It is very important because it will help the Office of Head Start (OHS) understand the unique needs of Head Start families two years after the COVID-19 pandemic began.

**We encourage you to complete the survey online at:  
[UNIQUE SURVEY LINK]**

If you have questions about FACES or if you prefer to complete the survey on paper, please call Sara Skidmore, the survey director, at 833-961-2895. This call is toll-free. You can also email us at [FACES@mathematica-mpr.com](mailto:FACES@mathematica-mpr.com). To learn more about FACES, visit the FACES website at <https://www.acf.hhs.gov/opre/project/head-start-family-and-child-experiences-survey-faces-1997-2022>.

Sincerely,

A handwritten signature in black ink that reads "Sara Skidmore".

Sara Skidmore  
FACES Survey Director

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