

## **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:** Your FACES survey is ready!

Dear [PARENT],

Thank you for agreeing to take part in the Head Start Family and Child Experiences Survey (FACES)! We want to be sure to hear from YOU! Head Start values your voice and what you have to say!

A few things about the study:

- FACES describes children and families participating in Head Start and their Head Start programs. FACES is an opportunity for your voice to be heard by Head Start. Head Start will use the information gained from FACES to understand the unique needs of Head Start families two years after the COVID-19 pandemic began. We want to make sure your voice is heard.
- 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 doing the study.

As part of this study, we invite you to complete a (IF RETURNING: 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 the survey 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 (IF RETURNING: 28/ IF NEW: 37) minutes to complete. **After you finish 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 finish the survey as soon as you can. Here are some points to keep in mind:

- Taking part is completely voluntary. There are no risks or direct benefits from taking part in the study. Your choice to take part or not will not affect the Head Start services you and your child receive. If you choose to take part in the study but then decide you want to leave the study at any point, that is okay.
- No one outside of the Mathematica study team will be able to connect you to the answers you provide to the survey questions and/or the responses of your child's teacher in the teacher-child report.

- Some questions might ask you to answer questions in your own words. We may use statements or parts of statements you make in connection with the study; however, we will not identify you as the source of the statement; we also will not identify your program or community.
- We will never identify you or any individual parent, child, or other staff member, in any report; reports will contain only general study results.
- All information collected as part of FACES will be kept private to the extent permitted by law unless we learn that a child has been hurt or is in danger or you tell us that you plan to seriously hurt yourself or someone else – then by law, we must make a report to the appropriate legal authorities.
- In the future, survey responses from the study (with nothing identifying individuals, programs, or communities) will be securely shared only with qualified individuals who are studying Head Start children, their families, and programs.
- We have a Certificate of Confidentiality from the National Institutes of Health. The Certificate helps us protect your privacy. This strictly limits when the study team can 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.

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>. You can also Google “OPRE FACES.”

Thanks again for taking part in FACES.

Sincerely,



Sara Skidmore  
FACES Survey Director

<p>The referenced collection of information is voluntary. Information will be kept private. 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 control number for this collection is 0970-0151 and it expires 12/31/2023.</p>
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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 agreeing to take part in the Head Start Family and Child Experiences Survey (FACES)! We want to be sure to hear from YOU! Head Start values your voice and what you have to say!

A few things about the study:

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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]

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- We will never identify you or any individual parent, child, or other staff member, in any report; reports will contain only general study results.
- All information collected as part of FACES will be kept private to the extent permitted by law unless we learn that a child has been hurt or is in danger or you tell us that you plan to seriously hurt yourself or someone else – then by law, we must make a report to the appropriate legal authorities.
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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:** Reminder: FACES wants to hear from you!

[ADDITIONAL EMAIL SUBJECT LINES: FACES Reminder: Your survey is waiting for your response!; FACES Reminder: Time is running out to answer your survey!; FACES Final Reminder: Please complete your survey!]

Dear [PARENT],

Recently, we invited you to complete a (IF RETURNING: spring) survey about you, your family, and your child for the Head Start Family and Child Experiences Survey (FACES). We hope you saw that invitation! We really want to hear from you and this is a great opportunity to share your experiences with Head Start. The survey is available in English and in Spanish. You can complete the survey 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 (IF RETURNING: 28/ IF NEW: 37) minutes. **After you finish the survey, as a thank you, we will send you a \$30 gift card.**

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Thanks again for taking part in FACES.

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Sara Skidmore  
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]:

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

**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]**

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Thanks again for taking part in FACES.

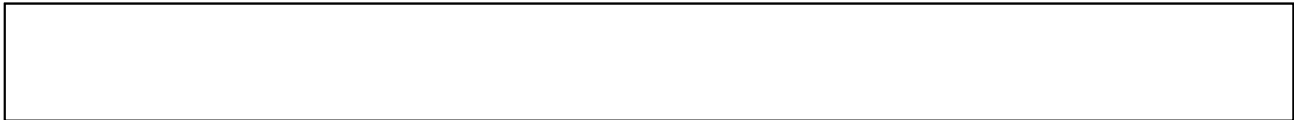


Sincerely,

*Sara Skidmore*  
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 agreeing to take 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 and now we look forward to hearing from you!

A few things about the study:

- FACES describes children and families participating in Head Start and their Head Start programs. FACES is an opportunity for your voice to be heard by Head Start. Head Start will use the information gained from FACES to understand the unique needs of Head Start staff and families two years after the COVID-19 pandemic began. We want to make sure your voice is heard.
- 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 doing FACES.

This spring we are asking **you to complete the Teacher Child Report (TCR) for each child in your class who is participating in FACES**. The form asks about children's social skills and approaches to learning and behaviors that you may have seen these children use. 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 and return.**

In addition to completing the TCRs, **we are asking you to complete a Teacher Survey**. 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 experiences, 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. It should take about (IF RETURNING: 39/ IF NEW: 41) minutes to complete.

We want you to know that:

- Taking part is completely voluntary. There are no risks or direct benefits from taking part in the study. If you choose to take part in the study but then decide you want to leave the study at any point, that is okay.
- No one outside of the Mathematica study team will be able to connect you to the answers you provide to the survey questions and/or the responses you provide in the teacher-child report. That means other program staff, including your supervisor, will not know how you answered the questions.

LETTER TO: TEACHER

FROM: Sara Skidmore

DATE:

PAGE: 2

- Some questions might ask you to answer questions in your own words. We may use statements or parts of statements you make in connection with the study; however, we will not identify you as the source of the statement; we also will not identify your program or community.
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Using the log-in ID and password ensures that your information will be protected. If you have access to the internet, we think you will find it convenient to complete these forms and survey online. If you do not have internet access or prefer to complete the survey and TCRs on paper, you may complete the paper copies enclosed. Please return them in the pre-paid envelope provided.

We have enclosed some tips to help you complete 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.

[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 the teacher survey and then the TCRs for children in the first classroom. **Please complete this classroom first. You will only complete the teacher 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

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[WEBSITE].

Use the log-in ID and password shown.

LOG-IN ID: [LOG-IN ID]

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You may also access the survey by scanning the following code:  
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Mathematica staff will be happy to answer any questions you have about FACES and to assist you in any way. 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>. You can also Google “OPRE FACES” or scan the QR code below. Thank you in advance for your help with this important study.



Sincerely,

A handwritten signature in black ink, appearing to read 'Sara Skidmore'.

Sara Skidmore

FACES Survey Director

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

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**FROM:** FACES Study Team  
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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 Reminder: Head Start wants to hear from teachers!

[ADDITIONAL EMAIL SUBJECT LINES: FACES Reminder: Your survey/TCRs are waiting for your response!; FACES Reminder: Time is running out to answer to your survey/TCRs!; Final FACES Reminder: Please complete your FACES survey/TCRs!]

Dear [TEACHER]:

You were recently invited to complete a **Teacher Child Report (TCR)** for each child in your class who is participating in the Head Start Family and Child Experiences Survey (FACES). We want to be sure to hear from YOU! Head Start values your voice and what you have to say! Each TCR should take only about 10 minutes to complete. You were also invited to complete a (IF RETURNING: 39/ IF NEW: 41)-minute **Teacher Survey**. [IF TEACHER SURVEY COMPLETE: Thank you for completing your teacher survey!] According to our records, as of today, you have [IF TEACHER SURVEY NOT COMPLETE: not completed the Teacher Survey and have] [XX] TCRs left to complete. Please remember to complete this survey, we really want to know your experiences as a teacher.] [IF SOME TCRS COMPLETE: Thank you so much for completing the TCRs you've done so far.] [IF ANY TCRS OUTSTANDING: Completing the TCRs will help us understand the skills and behaviors of the children in your class].

As a reminder:

- FACES describes children and families participating in Head Start and their Head Start programs. FACES is an opportunity for your voice to be heard by Head Start. Head Start will use the information gained from FACES to understand the unique needs of Head Start staff and families two years after the COVID-19 pandemic began. We want to make sure your voice is heard.
- 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 doing the study.

**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 complete and return.**

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>. You can also Google “OPRE FACES.” Thank you in advance for your help with this important study.

Sincerely,



Sara Skidmore  
FACES Survey Director

The referenced collection of information is voluntary. Information will be kept private. 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 control number for this collection is 0971-0151 and it expires 12/31/2023.

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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?

The study describes children and families participating in Head Start and their Head Start programs. Head Start will use the information gained from FACES to understand the unique needs of Head Start staff and families two years after the COVID-19 pandemic began. 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 done 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 data collection will take place in spring 2022.

## 4) How did we pick classes for the study?

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

## 5) 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.

## 6) What will we ask you to do?

We ask you to complete a survey about your experiences, feelings, training and background, classroom activities, and the Head Start program. We will also ask questions about your well-being two years after the COVID-19 pandemic began. The survey will take about 41 minutes.

## 7) Is there a phone number you can call if you have questions?

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

## 8) How will your privacy be protected?

Taking part is completely voluntary. There are no risks or direct benefits from taking part in the study. If you choose to take part in the study but then decide you want to leave the study at any point, that is okay. No one outside of the Mathematica study team will be able to





connect you to the answers you provide to the survey questions. That means other program staff, including your supervisor, will not know how you answered the questions.

Some questions might ask you to answer questions in your own words. We may use statements or parts of statements you make in connection with the study; however, we will not identify you as the source of the statement; we also will not identify your program or community.

We will never identify you or any individual parent, child, or other staff member, in any report; reports will contain only general study results.

All information collected as part of FACES will be kept private to the extent permitted by law unless we learn that a child has been hurt or is in danger or you tell us that you plan to seriously hurt yourself or someone else – then by law, we must make a report to the appropriate legal authorities.

In the future, survey responses from the study (with nothing identifying individuals, programs, or communities) will be securely shared only with qualified individuals who are studying Head Start children, their families, and programs.

We have a Certificate of Confidentiality from the National Institutes of Health. The Certificate helps us protect your privacy. This strictly limits when the study team can 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.

The referenced collection of information is voluntary. Information will be kept private. 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 control number for this collection is 0970-0151 and it expires 12/31/2023.

**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 and now we want to hear from you!

A few things you should know about the study:

- FACES describes children and families participating in Head Start and their Head Start programs. FACES is an opportunity for your voice to be heard by Head Start. Head Start will use the information gained from FACES to understand the unique needs of Head Start staff and families two years after the COVID-19 pandemic began. We want to make sure your voice is heard.
- The Administration for Children and Families, part of the U.S. Department of Health and Human Services, funds the study.
- Mathematica, an independent research firm, is doing FACES.

This spring, **we are asking you to complete a Teacher Survey**. It should take about 41 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 also ask about your experiences, feelings, education and training, and professional development you may have taken part in over the past year. It will include questions about your well-being two years after the COVID-19 pandemic began.

We want you to know that:

- Taking part is completely voluntary. There are no risks or direct benefits from taking part in the study. If you choose to take part in the study but then decide you want to leave the study at any point, that is okay.
- No one outside of the Mathematica study team will be able to connect you to the answers you provide to the survey questions. That means other program staff, including your supervisor, will not know how you answered the questions.
- Some questions might ask you to answer questions in your own words. We may use statements or parts of statements you make in connection with the study; however, we will not identify you as the source of the statement; we also will not identify your program or community.
- We will never identify you or any individual parent, child, or other staff member, in any report; reports will contain only general study results.

LETTER TO: TEACHER  
FROM: Sara Skidmore  
DATE:  
PAGE: 2

- All information collected as part of FACES will be kept private to the extent permitted by law unless we learn that a child has been hurt or is in danger or you tell us that you plan to seriously hurt yourself or someone else – then by law, we must make a report to the appropriate legal authorities.
- In the future, survey responses from the study (with nothing identifying individuals, programs, or communities) will be securely shared only with qualified individuals who are studying Head Start children, their families, and programs.
- We have a Certificate of Confidentiality from the National Institutes of Health. The Certificate helps us protect your privacy. This strictly limits when the study team can 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.

We have enclosed a list of frequently asked questions and some tips to help you complete 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. Using the log-in ID and password ensures that your information will be protected. If you have access to the internet, we think you will find it convenient to complete the survey online. If you do not have internet access or prefer to complete the survey on paper, you may complete the paper copy. Please return it in the pre-paid envelope provided.

**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>. You can also Google “OPRE FACES” or scan the QR code below. Thank you in advance for your help with this important research.

LETTER TO: TEACHER  
FROM: Sara Skidmore  
DATE:  
PAGE: 2



Sincerely,  
*Sara Skidmore*  
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 Reminder: Head Start wants to hear from teachers!  
[ADDITIONAL EMAIL SUBJECT LINES: FACES Reminder: Your survey is waiting for your response!; FACES Reminder: Time is running out to answer to your survey!; Final FACES Reminder: Please complete your survey!]

Dear [TEACHER]:


You were recently invited to complete a **Teacher Survey** for the Head Start Family and Child Experiences Survey (FACES). We want to be sure to hear from YOU! Head Start values your voice and what you have to say! We encourage you to complete the survey on the web. It should take 41 minutes to complete.

As a reminder:

- FACES describes children and families participating in Head Start and their Head Start programs. FACES is an opportunity for your voice to be heard by Head Start. Head Start will use the information gained from FACES to understand the unique needs of Head Start staff and families two years after the COVID-19 pandemic began. We want to make sure your voice is heard.
- 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 doing the study.

**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>. You can also Google “OPRE FACES.”

Sincerely,  
  
Sara Skidmore  
FACES Survey Director

LETTER TO: TEACHER  
FROM: Sara Skidmore  
DATE:  
PAGE: 2

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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 agreeing to take part in the Head Start Family and Child Experiences Survey (FACES)! We are excited to hear from you about your and your program's experiences. We want to be sure to hear from YOU! Head Start values your voice and what you have to say!

As you know:

- FACES describes children and families participating in Head Start and their Head Start programs. FACES is an opportunity for your voice to be heard by Head Start, which uses findings from the study to inform their plans for technical assistance. Head Start will use the information gained from FACES to understand the unique needs of Head Start staff and families two years after the COVID-19 pandemic began. We want to make sure your voice is heard.
- 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 doing FACES.

This spring, **we are asking you to complete a Program Director Survey**. It should take about 37 minutes to complete. The survey will ask about staffing and recruitment; 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; support for staff working with families affected by substance use; emergency preparedness; and staff compensation and benefits. 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 is completely voluntary. There are no risks or direct benefits from taking part in the study. If you choose to take part in the study but then decide you want to leave the study at any point, that is okay.
- No one outside of the Mathematica study team will be able to connect you to the answers you provide to the survey questions. That means other program staff, including your supervisor, will not know how you answered the questions.
- Some questions might ask you to answer questions in your own words. We may use statements or parts of statements you make in connection with the study; however, we will not identify you as the source of the statement; we also will not identify your program or community.

LETTER TO: PROGRAM DIRECTOR  
FROM: Sara Skidmore  
DATE:  
PAGE: 2

- We will never identify you or any individual parent, child, or other staff member, in any report; reports will contain only general study results.
- All information collected as part of FACES will be kept private to the extent permitted by law unless we learn that a child has been hurt or is in danger or you tell us that you plan to seriously hurt yourself or someone else – then by law, we must make a report to the appropriate legal authorities.
- In the future, survey responses from the study (with nothing identifying individuals, programs, or communities) will be securely shared only with qualified individuals who are studying Head Start children, their families, and programs.
- We have a Certificate of Confidentiality from the National Institutes of Health. The Certificate helps us protect your privacy. This strictly limits when the study team can 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.

We have enclosed some tips to help you complete 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. 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 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>. You can also Google “OPRE FACES” or scan the QR code below. Thank you in advance for your help with this important study.



LETTER TO: PROGRAM DIRECTOR

FROM: Sara Skidmore

DATE:

PAGE: 2

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 ACTION ITEM: Your survey is waiting!

[ADDITIONAL EMAIL SUBJECT LINES: FACES ACTION ITEM: Your survey is waiting for your response!; FACES ACTION ITEM: Time is running out to answer to your survey!; FACES Final Reminder: Please complete your survey!]

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 really want to encourage you to complete the survey on the web; we truly want to hear from you! It should take 37 minutes to complete.

As a reminder:

- FACES describes children and families participating in Head Start and their Head Start programs. FACES is an opportunity for your voice to be heard by Head Start, which uses findings from the study to inform their plans for technical assistance. Head Start will use the information gained from FACES to understand the unique needs of Head Start staff and families two years after the COVID-19 pandemic began. We want to make sure your voice is included.
- 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 doing the study.

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

If you have questions about FACES, please call Sara Skidmore, the survey director, toll-free at 833-961-2895. 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>. You can also Google “OPRE FACES.”

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 agreeing to take part in the Head Start Family and Child Experiences Survey (FACES). We are excited to hear from you about your and your center's experiences. We want to be sure to hear from YOU! Head Start values your voice and what you have to say!

A few things you might know about the study:

- FACES describes children and families participating in Head Start and their Head Start programs. FACES is an opportunity for your voice to be heard by Head Start, which uses findings from the study to inform their plans for technical assistance. Head Start will use the information gained from FACES to understand the unique needs of Head Start staff and families two years after the COVID-19 pandemic began. We want to make sure your voice is heard.
- The study 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 doing FACES.

This spring, we are asking you to complete a **Center Director Survey**. It should take about 36 minutes to complete. Your survey will ask about center hours and staffing; professional development for center staff; curriculum and assessment; program management; data; 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 more than one 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 [THE NEXT CENTER].

We want you to know that:

- Taking part is completely voluntary. There are no risks or direct benefits from taking part in the study. If you choose to take part in the study but then decide you want to leave the study at any point, that is okay.
- No one outside of the Mathematica study team will be able to connect you to the answers you provide to the survey questions. That means other program staff, including your supervisor, will not know how you answered the questions.
- Some questions might ask you to answer questions in your own words. We may use statements or parts of statements you make in connection with the study; however, we will

LETTER TO: CENTER DIRECTOR

FROM: Sara Skidmore

DATE:

PAGE: 2

not identify you as the source of the statement; we also will not identify your program or community.

- We will never identify you or any individual parent, child, or other staff member, in any report; reports will contain only general study results.
- All information collected as part of FACES will be kept private to the extent permitted by law unless we learn that a child has been hurt or is in danger or you tell us that you plan to seriously hurt yourself or someone else – then by law, we must make a report to the appropriate legal authorities.
- In the future, survey responses from the study (with nothing identifying individuals, programs, or communities) will be securely shared only with qualified individuals who are studying Head Start children, their families, and programs.
- We have a Certificate of Confidentiality from the National Institutes of Health. The Certificate helps us protect your privacy. This strictly limits when the study team can 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.

We have enclosed some tips to help you complete 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. 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>. You can also Google “OPRE FACES” or scan the QR code below. Thank you in advance for your help with this important study.



LETTER TO: CENTER DIRECTOR  
FROM: Sara Skidmore  
DATE:  
PAGE: 2



Sincerely,

A handwritten signature in cursive script, appearing to read "Sara Skidmore".

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 ACTION ITEM: Your survey is ready!

[ADDITIONAL EMAIL SUBJECT LINES: FACES ACTION ITEM: Your survey is waiting for your response!; FACES ACTION ITEM: Time is running out to answer to your survey!; FACES Final Reminder: Please complete your survey!]

Dear [CENTER DIRECTOR]:

Recently you were invited to complete a **Center Director Survey**. We encourage you to complete the survey on the web; we truly want to hear from you! It should take about 36 minutes to complete.

As a reminder:

- FACES describes children and families participating in Head Start and their Head Start programs. FACES is an opportunity for your voice to be heard by Head Start which uses findings from the study to inform their plans for technical assistance. Head Start will use the information gained from FACES to understand the unique needs of Head Start staff and families two years after the COVID-19 pandemic began. We want to make sure your voice is heard.
- 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 doing the study.

**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>. You can also Google "OPRE FACES."

Sincerely,

A handwritten signature in black ink, appearing to read "Sara Skidmore".

Sara Skidmore  
FACES Survey Director

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