

Recruitment Email from Research Team to State and Regional TANF Administrators, Local TANF Frontline Staff, Community-Based Organizations, and Tablet Providers and Program Partners

Dear [Name],

My name is [NAME], and I am writing on behalf of a team of researchers at the Urban Institute. [If relevant: We received your name from [NAME] who suggested you might be willing to participate in an interview.] We are working with the Office of Planning, Research, and Evaluation (OPRE) within the Department of Health and Human Services, Administration for Children and Families (ACF) to understand how COVID-19 related changes to TANF policy and practice were implemented in your state, and how those changes were experienced by TANF clients from different racial and ethnic groups.

As part of this process, we are talking with TANF administrators and staff and other agency program partners of the TANF program [if this is an email to one of those partners add: such as [name of provider/organization]].

We would greatly appreciate an opportunity to speak with you at a time that is convenient to better understand the services you provide. The study is not an audit or evaluation of any program. Rather, the purpose is to better understand COVID-19 related policy and practice changes particularly aimed at improving TANF clients' access to internet service and technology (e.g., smartphones and tablets) to facilitate their engagement with TANF staff and services.

The interview will be conducted by a pair of researchers and will last no more than an hour. We may contact you following the interview to request clarification. Participation is voluntary and responses will be kept private (in that the researchers will not attribute responses to a specific name). If there is another person who you think we should be speaking with to learn about your services, we would appreciate you providing us with their name and contact information. Please let me know if you have any questions. I look forward to hearing from you soon.

Sincerely, [Researcher Name and contact info]