

Recruitment Email and Script from Research Team to Recruiters of TANF Staff

Email to Focus Group Recruiters

Researchers from the Urban Institute are working with the Office of Planning, Research, and Evaluation (OPRE) within the U.S. 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 [NAME OF STATE], and how those changes were experienced by TANF clients from different racial and ethnic groups.

As part of that study, we will be conducting focus groups with TANF staff 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.

We request your assistance identifying staff and a time that may be convenient for a group meeting. If needed, we will provide potential dates or Doodle Polls to facilitate scheduling. We also request your assistance finding a space to hold the conversation that will accommodate all participants, such as a conference room or large office.

If you have any questions about the focus group or the larger study, please contact XXX. Thank you.

RECRUITMENT SCRIPT

Please use the following script to inform the staff you work with about the focus groups.

Researchers from the Urban Institute are working with the Office of Planning, Research, and Evaluation (OPRE) within the U.S. 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 [Name of State], and how those changes were experienced by TANF clients from different racial and ethnic groups.

As part of that study, researchers will be holding focus groups with TANF staff 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 focus groups will be 70-to-90 minutes long. During the discussion, you will be asked about your work and your perspectives on the state's TANF policy response to the COVID-19 pandemic, such as virtual service delivery during the pandemic. Participation is voluntary and responses will be kept private (in that the researchers will not attribute responses to a specific name).

[If focus group/interview is in-person]: Since these [focus groups/interviews] are taking place in-person, the research team has taken precautions to minimize the risk of COVID-19 infection but cannot eliminate all risk of exposure. All research team members are fully vaccinated and boosted against COVID-19 and will take COVID-19 tests prior to traveling to [STATE]. Research team members will also wear masks during the [focus group/interview] if preferred by any

participant. The team will also offer masks to any participants who want to wear one. [If focus group: Please note that other participants may choose not to wear masks during the conversation.] We also ask that if you are feeling ill prior to the [interview/focus group] that you do not participate in person. The research team can set up a virtual session for those who are not able to meet in person.

Do you want to participate in the focus group? IF YES → I will be following up to schedule a time that works for staff.