

Attachment 2(A-H)

Evaluation of Programs Supporting
the Mental Health of the Health
Professions Workforce
Awardee Survey about the TAC
Respondent Contact Materials

Evaluation of Programs Supporting the Mental Health of the Health Professions Workforce; Awardee Survey about the Technical Assistance Center (TAC) Invitation and Reminders

Table of Contents

- ProvRes Eval Awardee Survey about the Technical Assistance Center (TAC) Invitation and Reminders.....2
- 2A. Awardee Survey about the TAC Initial Invitation..... 3
- 2B. Awardee Survey about the TAC Reminder 1..... 5
- 2C. Awardee Survey about the TAC Reminder 2..... 6
- 2D. Awardee Survey about the TAC Reminder 3..... 8
- 2E. Awardee Survey about the TAC Break-off Email..... 9
- 2F. Awardee Survey about the TAC Last Chance 1..... 10
- 2G. Awardee Survey about the TAC Last Chance 2..... 11
- 2H. Awardee Survey about the TAC FAQ..... 12

2A. Awardee Survey about the TAC Initial Invitation

Initial contact 1. Sent to all Awardee contacts.

Subject line: We Need Your Feedback about WCC Technical Assistance

Hello [AWARDEE LEAD/PI],

As you know, NORC at the University of Chicago is conducting an evaluation on behalf of the Health Resources and Services Administration (HRSA), to better understand the impact and implementation of program efforts to promote resiliency and mental health in the health workforce. As part of the evaluation, HRSA would like to understand Awardees' experience with the training and technical assistance (TA) provided by the Workplace Change Collaborative (WCC) at George Washington University. Your organization's feedback on the WCC is greatly valued and *critical* to guide TA for future HRSA programs that aim to reduce burnout and improve resiliency. The intent of the survey is to assess the trainings, TA activities, and other resources the WCC provided to support your organization and others in implementing grant-funded initiatives.

What are we being asked to do?

We invite your organization to complete the *Awardee Survey about the Technical Assistance Center*. To review the survey questions in advance or to print the survey questions out as a Word document for reference, go to [<http://TACsurveyfaqs.norc.org>] or email NORC at [helpdeskemail@norc.org]. You may want to collect information from your team to answer the survey questions. Only submit one final survey response per organization.

It should take about 15 minutes to input your team's responses into the online survey. We understand that your time is valuable; you will be able to save your responses and come back to the survey if needed. Alternatively, you can fax a printed copy of the completed survey responses and [PIN/ID] to NORC at [8XX-XXX-XXXX ATTN: NORC HRSA PROVIDER RESILIENCY SURVEY].

Completing the survey is very important for future TA.

You can access the secure survey here: [[LINK/PIN](#)]

Why should we participate?

Your organization's experience with the WCC is an essential part of our evaluation. We want to make sure the WCC is meeting your needs and that their support is making an impact on the programming overall. Hearing your team's perspective is important, so we strongly encourage you to respond to the NORC survey in the next week.

Will our answers be kept private?

Yes, your organization's answers to the survey will be kept private. NORC designed the survey and programmed it on NORC software. Your responses will go directly to NORC. Your name and organization will *not* be associated with any information sent to HRSA. NORC will only share aggregated data to keep all responses private.

What if we have questions?

If your team has any questions about the survey, please visit our frequently asked questions (FAQs) at <http://surveyfaqs.norc.org>, email the NORC survey support team at [helpdeskemailaddress@norc.org], or call [8XX-XXX-XXXX].

Thank you,

[NORC Project Director and signature]

2B. Awardee Survey about the TAC Reminder 1

Initial contact 2. Sent to all Awardee contacts who have not yet completed and submitted the Awardee Survey about the TAC approximately one week after the Awardee Survey about the TAC initial email invitation.

Subject line: Your organization's feedback matters – Reminder to complete survey about the WCC technical assistance.

Hello [AWARDEE LEAD/PI],

On [DATE] we contacted you to participate in a survey about your organization's experiences with technical assistance (TA) from the Workplace Change Collaborative (WCC). This *Awardee Survey about the Technical Assistance Center* will assess the trainings, technical assistance activities, and support resources provided by the WCC. Your organization's feedback is *critical* for informing future HRSA TA programming.

You can access the secure survey here: [LINK/PIN]

You may want to collect information from your team to answer the survey questions. Only submit one final survey response per organization. To review the survey questions in advance or print the questions out as a [Word document] for reference go to [<http://TACsurveyfaqs.norc.org>] or email NORC at [helpdeskemail@norc.org].

It should take about 15 minutes to input your team's responses into the online survey. We understand that your time is valuable; you will be able to save your responses and come back to the survey if needed. Alternatively, you can fax a printed copy of your organization's completed survey responses and [PIN/ID] to NORC at [8XX-XXX-XXXX ATTN: NORC HRSA PROVIDER RESILIENCY SURVEY].

Completing the survey is very important for future TA, but participation is **completely voluntary**. You can skip any questions or end the survey at any time.

Your name and organization will *not* be associated with any information sent to HRSA. NORC will only share aggregated data to keep all responses private.

If your team has any questions about the survey, please visit our frequently asked questions (FAQs) at [<http://surveyfaqs.norc.org>], email the NORC survey support team at [helpdeskemailaddress@norc.org], or call [8XX-XXX-XXXX].

Sincerely,

[NORC Project Director and signature]

2C. Awardee Survey about the TAC Reminder 2

Initial contact 3. Sent to all Awardee contacts who have not yet completed and submitted the Awardee Survey about the TAC approximately one week after the Awardee Survey about the TAC reminder email 1.

Subject line: We need to hear from your organization! Please take the WCC technical assistance survey.

Hello [AWARDEE LEAD/PI],

We previously contacted you to participate in a survey about your organization's experiences with technical assistance (TA) from the Workplace Change Collaborative (WCC). We need your participation to help make this survey a success. This *Awardee Survey about the Technical Assistance Center* will assess the trainings, technical assistance activities, and support resources provided by the WCC. Your organization's feedback in this survey is greatly valued and *critical* for informing TA for future HRSA programs that aim to reduce burnout and improve resiliency. **Please complete the survey as soon as possible.**

You can access the secure survey here: [LINK/PIN]

To review the survey questions in advance or print the questions out as a [Word document] for reference go to [<http://TACsurveyfaqs.norc.org>] or email NORC at [helpdeskemail@norc.org]. You may want to collect information from your team to answer the requested survey questions. Only submit one final survey response per organization.

It should take about 15 minutes to input your team's responses into the online survey. You will be able to save your responses and come back to the survey if needed. Otherwise, you can fax a printed copy of your organization's completed survey responses and [PIN/ID] to NORC at [8XX-XXX-XXXX ATTN: NORC HRSA PROVIDER RESILIENCY SURVEY].

Completing the survey is very important for future TA; however, participation is **completely voluntary**. You can skip any questions or end the survey at any time.

Your name and organization will **not** be associated with any information sent to HRSA. NORC will only share aggregated data to keep all responses private.

If your team has any questions about the survey, please visit our frequently asked questions (FAQs) at [<http://surveyfaqs.norc.org>], email the NORC survey support team at [helpdeskemailaddress@norc.org], or call [8XX-XXX-XXXX].

We need your organization's help to make this survey a success. We hope you will take part!

Thank you,

[NORC Project Director and signature]

2D. Awardee Survey about the TAC Reminder 3

Initial contact 4. Sent to all Awardee contacts who have not yet completed and submitted the Awardee Survey about the TAC approximately one week after the Awardee Survey about the TAC reminder email 2.

Subject line: Your organization's feedback on TA is critical. Please take the survey on WCC Technical Assistance.

Hello [AWARDEE LEAD/PI],

The *Awardee Survey about the Technical Assistance Center* is almost over, and we still have not heard from your organization. Your team's feedback in this survey is greatly valued and is *critical* for assessing the trainings, technical assistance activities, and support resources provided by the Workforce Change Collaborative (WCC) to promote workforce resiliency, reduce burnout, and transform organizational culture. **Please complete the survey this week.**

You can access the secure survey at the following link: **[Link/PIN]**

You may want to collect information from your team to answer the survey questions. Only submit one final survey response per organization. To review the survey questions in advance or print the questions out as a [Word document] for reference go to [<http://TACsurveyfaqs.norc.org>] or email NORC at [helpdeskemail@norc.org].

It should take about 15 minutes to input your team's responses into the online survey. You will be able to save your responses and come back to the survey if needed. Otherwise, you can fax a printed copy of your organization's completed survey responses and [PIN/ID] to NORC at [8XX-XXX-XXXX ATTN: NORC HRSA PROVIDER RESILIENCY SURVEY].

Completing the survey is very important for future TA. However, participation is **completely voluntary**. You can skip any questions or end the survey at any time. Your organization's answers to the survey will be kept private and will *not* be shared with the WCC. Your name and organization will *not* be associated with any information sent to HRSA. NORC will only share aggregated data to keep all responses private.

If your team has any questions about the survey, please visit our frequently asked questions (FAQs) at [<http://surveyfaqs.norc.org>], email the NORC survey support team at [helpdeskemailaddress@norc.org], or call [8XX-XXX-XXXX].

Please participate; this is your chance to help inform future technical assistance programs.

Sincerely,

[NORC Project Director and signature]

2E. Awardee Survey about the TAC Break-off Email

5. Sent to all Awardee contacts who have started but not completed the Awardee Survey about the TAC at least two weeks after the Awardee Survey about the TAC initial email invitation.

Subject line: Reminder: Please finish survey on WCC technical assistance.

Hello [AWARDEE LEAD/PI],

Thank you for starting the *Awardee Survey about the Technical Assistance Center*. We request that you **complete the survey as soon as possible**.

You may want to collect information from your team to answer the survey questions. Only submit one final survey response per organization. To review the survey questions in advance or print out the questions as a [Word document] for reference, go to [<http://TACsurveyquestions.norc.org>].

It should take about 15 minutes to input your teams' responses into the online survey. Alternatively, you can fax a printed copy of your organization's completed survey responses and [PIN/ID] to 8XX-XXX-XXXX, ATTN: NORC HRSA PROVIDER RESILIENCY SURVEY.]

You can access and continue the secure survey here: [**LINK/PIN**].

Your organization's answers to the survey will be kept private and will *not* be shared with the Workplace Change Collaborative. Your name and organization will *not* be associated with any information sent to HRSA. NORC will only share aggregated data to keep all responses private.

If you have any questions about the survey, please visit our frequently asked questions (FAQs) at [<http://surveyfags.norc.org>], email the NORC survey support team at [helpdeskemailaddress@norc.org], or call [8XX-XXX-XXXX].

Sincerely,

[NORC Project Director and signature]

2F. Awardee Survey about the TAC Last Chance 1

Initial contact 5. Sent to all Awardee contacts who have not yet completed and submitted the Awardee Survey about the TAC approximately one week after the Awardee Survey about the TAC reminder email 3.

Subject line: Survey ending soon! Please complete survey on WCC Technical Assistance.

Hello [AWARDEE LEAD/PI],

We have emailed several times about the Evaluation of Programs Supporting the Mental Health of the Health Professions Workforce for the Health Resources and Services Administration (HRSA). We invite you to participate in the *Awardee Survey about the Technical Assistance Center* about your experiences with technical assistance (TA) from the Workplace Change Collaborative (WCC). **[AWARDEE ORGANIZATION] has not responded and we want to hear from you.** Please let us know right away if we need to send the survey to someone else at your organization.

You may want to collect information from your team to answer the survey questions. Only submit one final survey response per organization. To review the survey questions in advance or print out the questions as a [Word document] for reference, go to [<http://TACsurveyquestions.norc.org>] or email NORC at [helpdeskemail@norc.org].

You can access the secure survey here: **[LINK/PIN]**

It should take about 15 minutes to input your team's responses into the online survey. Alternatively, you can fax a printed copy of your organization's completed survey responses and [PIN/ID] to 8XX-XXX-XXXX, ATTN: NORC HRSA PROVIDER RESILIENCY SURVEY.]

Your organization's answers to the survey will be kept private and will *not* be shared with the WCC. Your name and organization will *not* be associated with any information sent to HRSA. NORC will only share aggregated data to keep all responses private.

If your team has any questions about the survey, please visit our frequently asked questions (FAQs) at [<http://surveyfaqs.norc.org>], email the NORC survey support team at [helpdeskemailaddress@norc.org], or call [8XX-XXX-XXXX].

Please participate; this is your chance to inform decisions about future programs that address burnout.

Thank you,

[NORC Project Director and signature]

2G. Awardee Survey about the TAC Last Chance 2

Initial contact 6. Sent to Awardee contacts who have not yet completed and submitted the Awardee Survey about the TAC approximately one week after the Awardee Survey about the TAC last chance email 1.

Subject line: Last chance for your organization's feedback. NORC survey on WCC TA ending.

Hello [AWARDEE LEAD/PI],

This is your last chance to participate in the *Awardee Survey about the Technical Assistance Center* to assess trainings, TA activities, and support resources provided by the Workforce Change Collaborative (WCC). Your organization's answers are important to ensure the WCC is meeting your needs and that their support is making an impact in implementing grant-funded initiatives to promote workforce resiliency, reduce burnout, and transform organizational culture.

You may want to collect information from your team to answer the survey questions. Only submit one final survey response per organization. To review the survey questions in advance or print the questions out as a [Word document] for reference go to [<http://TACsurveyfaqs.norc.org>] or email NORC at [helpdeskemail@norc.org].

You can access the secure survey here: [[LINK/PIN](#)]

It should take about 15 minutes to input your responses into the online survey. You will be able to save your responses and come back to the survey if needed. Otherwise, you can fax a printed copy of your organization's completed survey responses and [PIN/ID] to NORC at [8XX-XXX-XXXX ATTN: NORC HRSA PROVIDER RESILIENCY SURVEY].

Your organization's answers to the survey will be kept private and will *not* be shared with the WCC. Your name and organization will *not* be associated with any information sent to HRSA. NORC will only share aggregated data to keep all responses private.

If your team has any questions about the survey, please visit our frequently asked questions (FAQs) at [<http://surveyfaqs.norc.org>], email the NORC survey support team at [helpdeskemailaddress@norc.org], or call [8XX-XXX-XXXX].

We need your help to make this survey a success. We look forward to receiving your answers.

Thank you,

[NORC Project Director and signature]

2H. Awardee Survey about the TAC FAQ

To be available as a webpage. Hyperlink/clickable URL embedded in Awardee Survey about the TAC email invitations and reminders, as well as in footer of Awardee Survey about the TAC web survey.



Awardee Survey about the Technical Assistance Center FAQs

About the 'Awardee Survey about the Technical Assistance Center' Survey

What is this survey about?

This survey will gather information about the training and technical assistance (TA) your organization received from the Workplace Change Collaborative (WCC) as part of your HRSA grant. The intent of the survey is to assess the trainings, TA activities, and other resources the WCC provided to support your organization and others in implementing grant-funded initiatives to promote workforce resiliency, reduce burnout, and transform organizational culture.

What types of questions does the survey ask?

The survey will ask about your programs' experiences with various support services the WCC, including TA, training services, and resources. In addition, the survey asks whether the TA was effective overall, whether there were perceived changes in knowledge, and whether the TA achieved desired impacts.

How long will this take?

It should take about 15 minutes to input your teams' responses into the online survey. Alternatively, you can fax a printed copy of your organization's completed survey responses and [PIN/ID] to 8XX-XXX-XXXX, ATTN: NORC HRSA PROVIDER RESILIENCY SURVEY.]

Who is sponsoring the survey?

The U.S. Department of Health and Human Services, Health Resources and Services Administration (HRSA) is sponsoring the survey. HRSA's mission is to improve health outcomes and achieve health equity through access to quality services, to a skilled health workforce, and to innovative, high-value programs.

What is NORC?

NORC is an independent, non-partisan research organization affiliated with the University of Chicago. NORC has been conducting groundbreaking research studies since 1941. HRSA has contracted with NORC to conduct the survey.

Why should we participate?

Your answers will guide future HRSA program investments by helping HRSA understand which TA activities and trainings you found most valuable when implementing grant-funded activities to promote resiliency and mental health in the health workforce.

How do we complete the survey?

How does our organization answer the survey questions?

This survey should be completed by the representative within your organization that has the best understanding of your organization's experience with the WCC. You may want to collect information from your team to answer the survey questions. Staff members you might ask could include, but are not limited to, your Program Director, Program Manager, Program Implementation staff, and administrative leadership. Please send only one survey response per organization.

Can we print out or reference the survey questions to help collect the requested information as a group?

Yes. To review the survey questions in advance or print out the questions as a [Word document] for reference, go to [<http://TACsurveyquestions.norc.org>]. Alternatively, you can request the survey questions as a [Word document] by emailing NORC at [helpdeskemail@norc.org] or calling [8XX-XXX-XXXX].

How do we submit the survey?

Once all the information is collected, you may either:

1. Enter responses into the online survey. You will be able to save your responses and come back to the survey if needed.

You can access the secure survey here: **[LINK/PIN]**

OR

2. Fax a printed hard copy of your organization's completed survey responses and [PIN/ID] to 8XX-XXX-XXXX, ATTN: NORC HRSA PROVIDER RESILIENCY SURVEY.]

How do we access and complete the online survey?

1. Using a smart phone, tablet, or computer, access the survey by clicking on the secure link you received via email from NORC [helpdeskemail@norc.org].
2. The online survey will open in a new tab.



3. [INSERT PICTURE OF INITIAL WEB SURVEY PAGE PLUS INSTRUCTIONS TO ADVANCE TO NEXT SCREEN.]
4. As you move through the survey, please do not use your browser back-forward buttons as you may lose your answers. Instead, please use the back-forward buttons on the survey page itself. [INSERT PICTURE.]

5. To exit the survey at any time, use the “Quit” button at the top of each screen.

It may take multiple sittings to collect information from team members to complete the survey. We understand that your time is valuable; you will be able to save your responses and come back to the survey if needed.

If you believe you have not received an email with the survey link, please contact the NORC survey support team at [\[helpdeskemail@norc.org\]](mailto:helpdeskemail@norc.org).

How do we complete and submit a paper survey?

What if we prefer to complete the survey on paper?

To print the questions as a [Word document], go to [\[http://TACsurveyquestions.norc.org\]](http://TACsurveyquestions.norc.org).

Alternatively, you can request the survey questions as a [Word document] by emailing NORC at [\[helpdeskemail@norc.org\]](mailto:helpdeskemail@norc.org) or calling [8XX-XXX-XXXX].

How do we submit the paper survey?

Once all the information is collected, you may either:

1. Enter responses into the online survey. You will be able to save your responses and come back to the survey if needed.

OR

2. Fax a printed copy of your organization’s completed survey responses and [PIN/ID] to 8XX-XXX-XXXX, ATTN: NORC HRSA PROVIDER RESILIENCY SURVEY.]

Will this be private?

Will our answers be private?

Yes, your organization’s answers to the survey will be kept private and will **not** be shared with the Workplace Change Collaborative. Your name and organization will **not** be associated with any information sent to HRSA. NORC will only share aggregated data to keep all responses private.

Who will see our answers?

Your organization’s survey responses will go directly to NORC. NORC designed the survey and programmed it on NORC software. NORC will combine your organization’s answers with others and report only summary results.

Will doing the survey affect our grant funding from HRSA?

Your organization’s responses will **not** affect your grant funding from HRSA. Your answers will be kept private, and survey responses will be combined with those of other Awardee organizations taking part in the survey.

Who do we contact if we have questions?

If your team has questions about the survey, please email the NORC survey support team at [\[helpdeskemail@norc.org\]](mailto:helpdeskemail@norc.org) or call [\[8XX-XXX-XXXX\]](tel:8XX-XXX-XXXX).

If you have any questions about your rights completing the survey, feel you have been harmed, or wish to discuss other survey-related concerns with someone who is not part of the research team, contact the NORC Institutional Review Board (IRB) manager at irb@norc.org or toll-free at 1-866-309-0542.

Public Burden Statement: The purpose of this information collection is to evaluate federal programs designed to support the mental health and resiliency of the healthcare and public safety workforce. 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 information collection is 0915-XXXX and is valid until MM/DD/20XX. Public reporting burden for this collection of information is estimated to average xx hours per response, including the time for reviewing instructions, searching existing data sources, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to HRSA Reports Clearance Officer, 5600 Fishers Lane, Room 14N136B, Rockville, Maryland, 20857 or paperwork@hrsa.gov.