

Appendix F

RUDI Survey Correspondence

RUDI Survey Correspondence

A. Endorsement Email from HAB

From: HAB Leadership

To: Full participant tracker list, split appropriately for RWHAP Providers and Subrecipients and Part A and B Administrative Recipients

Subject: Upcoming HAB-sponsored data collection effort – Survey of [RWHAP Providers and Subrecipients / RWHAP Part A and B Administrative Recipients]

Dear [First name],

HRSA's HIV/AIDS Bureau (HAB) has dedicated significant time and effort to develop novel intervention strategies, test existing intervention strategies, and disseminate intervention resources to organizations receiving Ryan White HIV/AIDS Program (RWHAP) funds, with the goal of eliminating disparities and improving HIV-related health outcomes for people living with HIV.

In the next week, you will receive an email invitation to participate in the [*Survey of RWHAP Providers and Subrecipients/Survey of RWHAP Part A and B Administrative Recipients*]. The survey is being conducted on HAB's behalf by Mathematica, a nationally recognized, non-partisan research organization. The survey is part of HAB's larger effort to systematically assess and understand (1) how, where, and why HAB and non-HAB resources supporting intervention strategies are accessed and (2) the usefulness and efficacy of the resources.

By completing the [*Survey of RWHAP Providers and Subrecipients/RWHAP Survey of Part A and B Administrative Recipients*], your organization will be providing critical input that HAB will then use to refine its approach to disseminating intervention strategies to RWHAP recipients and subrecipients.

I strongly encourage your organization to participate in the [*Survey of RWHAP Providers and Subrecipients/RWHAP Survey of Part A and B Administrative Recipients*].

If you have any concerns about the survey effort, please reach out to Kirsten Barrett (kbarrett@mathematica-mpr.com), the Mathematica survey lead, or Joanne Hsu (Jhsu@hrsa.gov), the HRSA HAB Contracting Officer's Representative.

Thank you for your consideration.

Sincerely,

[HAB full name]

[Email signature]

B. Invitation Email from Mathematica

From: Mathematica

To: Full participant tracker list, split appropriately for RWHAP Providers and Subrecipients and RWHAP Part A and B Administrative Recipients

Subject: Survey of [RWHAP Providers and Subrecipients/RWHAP Part A and B Administrative Recipients] – HAB needs your input!

Dear [First name],

About a week ago, HRSA's HIV/AIDS Bureau (HAB) sent you an email encouraging your organization to participate in an upcoming survey of organizations receiving Ryan White HIV/AIDS Program (RWHAP) funds. HAB has dedicated significant time and effort to develop novel intervention strategies, test existing intervention strategies, and disseminate resources aimed at eliminating disparities and improving HIV-related health outcomes for people living with HIV.

The [*Survey of RWHAP Providers and Subrecipients/RWHAP Survey of Part A and B Administrative Recipients*], conducted on HAB's behalf by Mathematica, is part of HAB's larger effort to systematically assess and understand (1) how, where, and why HAB and non-HAB resources supporting intervention strategies are accessed and (2) the usefulness and efficacy of the resources. Your organization's participation in the [*Survey of RWHAP Providers and Subrecipients/RWHAP Survey of Part A and B Administrative Recipients*] will provide HAB with valuable information that will be used to refine its approach to disseminating intervention strategies to recipients of RWHAP funding.

Since the survey is intended to reflect your organization's experience, it should be completed by the person that is most familiar with your organization's access to, and use of, HAB- and non-HAB intervention strategies and resources. If there is someone else in your organization that is better suited to complete this survey, please either 1) forward this email to them and copy kbarrett@mathematica-mpr.com, or 2) enter the survey and, following the introductory content, provide the contact information for the person who should complete the survey. Mathematica will send the person you identify an invitation email to participate.

Although your participation is voluntary, we hope that you choose to participate. The web-based survey should take no more than 20-minutes to complete and information you provide will be kept confidential within the Mathematica research team; only aggregate data will be reported.

Please click the link below to begin the survey.

Survey link: [UNIQUE SURVEY URL]

We'd greatly appreciate it if you could **complete the survey within the next 7 days**. To express our thanks to you for completing the survey, we will send a \$50 Amazon gift card to early responders.

If you have any questions or concerns about the survey effort, please reach out to Kirsten Barrett (kbarrett@mathematica-mpr.com), the Mathematica survey lead, or Joanne Hsu (Jhsu@hrsa.gov), the HRSA HAB Contracting Officer's Representative.

Thank you in advance for your participation.

Sincerely,

[Mathematica full name]

[Email signature]

C. Thank you / Reminder Email from PO

From: HAB PO

To: Full participant tracker list, split appropriately for RWHAP Providers and Subrecipients and RWHAP Part A and B Administrative Recipients

Subject: Survey of [RWHAP Providers and Subrecipients/RWHAP Part A and B Recipients] – Thank you / Reminder!

Dear [First name],

Mathematica recently sent you an email invitation to participate in the web-based [*Survey of RWHAP Providers/Survey of Part A and B Recipients*]. This survey, conducted on HAB's behalf, is part of HAB's larger effort to systematically assess and understand (1) how, where, and why HAB and non-HAB resources on intervention strategies are accessed and (2) the usefulness and efficacy of the resources.

If you have completed the survey, thank you! If you have not yet completed the survey, please consider doing so soon within the next few days. Although your participation is voluntary, I hope that you choose to participate. The information your organization provides will be used by HAB to refine its approach to disseminating intervention strategies to recipients of RWHAP funding. To express our thanks to you for completing the survey, a \$50 Amazon gift card will be sent to early responders.

If you did not receive the survey invitation from Mathematica or if you have questions or concerns about the survey, please reach out to Kirsten Barrett (kbarrett@mathematica-mpr.com), the Mathematica survey lead, or Joanne Hsu (Jhsu@hrsa.gov), the HRSA HAB Contracting Officer's Representative.

Thank you in advance for your participation.

Sincerely,

[PO full name]

[Email signature]

D. Reminder Emails from Mathematica

Reminder Email #1 to non-responders

From: Mathematica

To: Non-responders to the Survey of RWHAP Providers and Subrecipients/Survey of RWHAP Part A and B Administrative Recipients

Subject: Reminder: Survey of [RWHAP Providers and Subrecipients/RWHAP Part A and B Recipients]

Dear [First name],

Mathematica recently sent you an email invitation to participate in the web-based [*Survey of RWHAP Providers/Survey of Part A and B Recipients*]. This survey, conducted on HAB's behalf, is part of HAB's larger effort to systematically assess and understand (1) how, where, and why HAB and non-HAB resources on intervention strategies are accessed and (2) the usefulness and efficacy of the resources.

Although your participation is voluntary, **we hope that you choose to participate**. Information from the survey will be used by HAB to refine its approach to disseminating intervention strategies to recipients of RWHAP funding. To express our thanks to you for completing the survey, a \$50 Amazon gift card will be sent to early responders.

Since the survey is intended to reflect your organization's experience, it should be completed by the person that is most familiar with your organization's access to, and use of, HAB- and non-HAB intervention strategies and resources. If there is someone else in your organization that is better suited to complete this survey, please either 1) forward this email to them and copy kbarrett@mathematica-mpr.com or 2) enter the survey and, following the introductory content, provide the contact information for the person who should complete the survey. Mathematica will send the person you identified an invitation email to participate.

We'd greatly appreciate it if you could **complete the survey within the next few days**. The web-based survey should take no more than 20-minutes to complete and information you provide will be kept confidential within the Mathematica research team; only aggregate data will be reported.

Please click the link below to begin the survey.

Survey link: [UNIQUE SURVEY URL]

If you have any questions or concerns about the survey effort, please reach out to Kirsten Barrett (kbarrett@mathematica-mpr.com), the Mathematica survey lead, or Joanne Hsu (Jhsu@hrsa.gov), the HRSA HAB Contracting Officer's Representative.

Thank you in advance for your participation.

Sincerely,

[Mathematica full name]

[Email signature]

Reminder Email #2 to non-responders

From: Mathematica

To: Non-responders to the Survey of RWHAP Providers and Subrecipients/Survey of RWHAP Part A and B Administrative Recipients

Subject: Time is running out! Survey of [RWHAP Providers and Subrecipients/RWHAP Part A and B Recipients]

Dear [First name],

We have not yet received your completed [*Survey of RWHAP Providers/Survey of Part A and B Recipients*]. Although your participation is voluntary, **we hope that you choose to participate**. Information from the survey will be used by HAB to refine its approach to disseminating intervention strategies to recipients of RWHAP funding.

We'd greatly appreciate it if you could **complete the survey within the next few days**. The confidential, web-based survey should take no more than 20-minutes. To express our thanks to you for completing the survey, a \$50 Amazon gift card will be sent to early responders.

Please click the link below to begin the survey.

Survey link: [UNIQUE SURVEY URL]

If you have any questions or concerns about the survey effort, please reach out to Kirsten Barrett (kbarrett@mathematica-mpr.com), the Mathematica survey lead, or Joanne Hsu (Jhsu@hrsa.gov), the HRSA HAB Contracting Officer's Representative.

Thank you in advance for your participation.

Sincerely,

[Mathematica full name]

[Email signature]

Reminder Email #3 to partial completers

From: Mathematica
To: Partial completers of the Survey of RWHAP Providers and Subrecipients / Survey of RWHAP Part A and B Administrative Recipients
Subject: You still have time to finish! Survey of [RWHAP Providers and Subrecipients/RWHAP Part A and B Recipients]

Dear [First name],

According to our records, you answered some of the questions on the *Survey of RWHAP Providers/Survey of Part A and B Recipients* but have not yet completed it. You can log back into your survey using the link below; it should take you to the page at which you left off.

Survey link: [UNIQUE SURVEY URL]

We hope that you can complete the survey within the next three days. Information from the survey will be used by HAB to refine its approach to disseminating intervention strategies to recipients of RWHAP funding. To express our thanks to you for completing the survey, a **\$50 Amazon gift card** will be sent to early responders.

If you have encountered technological issues or have any questions or concerns about the survey, please reach out to Kirsten Barrett (kbarrett@mathematica-mpr.com), the Mathematica survey lead, or Joanne Hsu (Jhsu@hrsa.gov), the HRSA HAB Contracting Officer's Representative.

Thank you in advance for your participation.

Sincerely,

[Mathematica full name]

[Email signature]

Reminder Email #4 to non-responders/partial responders

From: Mathematica
To: Non-responders / partial responders to the Survey of RWHAP Providers and Subrecipients/Survey of RWHAP Part A and B Administrative Recipients
Subject: Last chance! Survey of [RWHAP Providers and Subrecipients/RWHAP Part A and B Recipients]

Dear [First name],

Time is running out! We have not yet received your completed [*Survey of RWHAP Providers/Survey of Part A and B Recipients*]. Your participation is critical! Information from the survey will be used by HAB to refine its approach to disseminating intervention strategies to recipients of RWHAP funding.

We'd greatly appreciate it if you could **complete the survey within the next three days**. To express our thanks to you for completing the survey, a **\$50 Amazon gift card** will be sent to early responders.

Please click the link below to begin the survey.

Survey link: [UNIQUE SURVEY URL]

If you have any questions or concerns about the survey effort, please reach out to Kirsten Barrett (kbarrett@mathematica-mpr.com), the Mathematica survey lead, or Joanne Hsu (Jhsu@hrsa.gov), the HRSA HAB Contracting Officer's Representative.

Thank you in advance for your participation.

Sincerely,

[Mathematica full name]

[Email signature]

Reminder Email #5 to non-responders/partial responders

From: Mathematica
To: Non-responders/partial responders to the Survey of RWHAP Providers and Subrecipients/Survey of RWHAP Part A and B Administrative Recipients
Subject: Only three more days to respond! Survey of [RWHAP Providers and Subrecipients/RWHAP Part A and B Recipients]

Dear [First name],

We have not yet received your completed [*Survey of RWHAP Providers/Survey of Part A and B Recipients*]. The survey effort ends in three business days.

Please take time today to complete it – it will take no more than 20 minutes. Information you provide will be used by HAB to refine its approach to disseminating intervention strategies to recipients of RWHAP funding.

Please click the link below to begin the survey.

Survey link: [UNIQUE SURVEY URL]

Thank you in advance for your participation.

Sincerely,

[Mathematica full name]

[Email signature]