

## Appendix G

### Interview Correspondence

## Interview Correspondence

### A. Endorsement Email from HAB

**From:** HAB Leadership  
**To:** Sample of providers and subrecipients, Part A and B administrative recipients, and AETCs selected for interviews,  
**Subject:** Upcoming HAB-sponsored data collection effort – Interviews with [RWHAP providers and subrecipients/Part A and B administrative recipients/AETCs]

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 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 *RUDI Telephone Interviews*. The interviews are part of HAB's larger effort to systematically examine and understand (1) how, where, and why HAB and non-HAB resources on intervention strategies are accessed and (2) the usefulness of the resources. **The telephone interviews follow up on, and do not duplicate, the survey effort you recently participated in, which is also part of the larger project.** [*For providers and subrecipients:* The interviews consist of 1-5 interviews with staff at your organization/*For Part A and B administrative recipients:* The interview will be scheduled with 1-3 staff at your organization], and will be conducted on HAB's behalf by Mathematica, a nationally recognized, non-partisan research organization.

By participating in the *RUDI Telephone Interviews*, your organization will be providing critical input that HAB will use to refine its approach to disseminate intervention resources to recipients and subrecipients of RWHAP funding. As a thank you for participating, your organization will also be provided with a gift card from Amazon.

**I strongly encourage your organization to participate in the RUDI Telephone Interviews.** If you have any questions or concerns about this effort, please reach out to Melanie Au (mau@mathematica-mpr.com), the Mathematica deputy project director, 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:** Sample of providers and subrecipients, Part A and B administrative recipients, and AETCs selected for interviews  
**Cc:** **[For RWHAP subrecipients only]** Recipient contact  
**Subject:** Interviews with [RWHAP providers and subrecipients/Part A and B administrative recipients/AETCs] – HAB needs your input!

Dear [First name],

About a week ago, [name] from HRSA's HIV/AIDS Bureau (HAB) sent you an email encouraging your Ryan White HIV/AIDS Program (RWHAP) funded organization to participate in upcoming RUDI (Rapid Uptake of Disseminated Interventions) Telephone Interviews. 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 RUDI Telephone Interviews, conducted on HAB's behalf by Mathematica, build on the [RUDI-P/S or RUDI-R] survey responses you provided, and are another 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.

Participation is voluntary. **Why participate?** Your organization's participation in the *RUDI Telephone Interviews* will provide HAB with valuable information that will be used to refine its approach to disseminating intervention strategies to recipients of RWHAP funding, which should mean better resources made more available to you in the future. Upon completion of the interview(s), we will send your organization a [\$100 for Part A and B recipients and AETCs, and \$380 for RWHAP provider or subrecipient organizations] gift card from Amazon.

### **[For providers selected for virtual site visits:]**

**The request:** We would like to interview 1-5 people within your organization who have been part of using HAB resources to help implement an intervention to improve HIV care. **May we schedule a brief call to ensure the details of participation are tailored to your situation and are as efficient as possible? If yes, please reply to this email with a few 10-minute timeslots that work over the next week,** and our team will follow up with a calendar invitation. We will discuss what intervention(s) to focus on, which people to interview, and how long it makes sense to allocate for each interview (no individual interview will be longer than 60 minutes). No preparation is needed and we are not requesting any data.

**Confidentiality:** The Mathematica research team will report a brief summary of *anonymized* information for each set of interviews (at the organization level, not the individual level) to our research partners in HAB; the project report, which will be more widely read, will identify themes across multiple organizations only, and any examples and quotes we use will be anonymized. Only Mathematica researchers and the transcriptionist will access the recordings from the interviews, which will be destroyed at the end of the study.

**[For Part A and B administrative recipients]**

**The request:** We would like to interview the person or few people most knowledgeable about your organization's use (or non-use) of TargetHIV.com and other resources designed to help implement interventions to improve care for people living with HIV. Ideally, this interview would include the person or people aware of resources used by your organization's staff and by your subrecipients. **Are you and/or a knowledgeable colleague interested in participating? If so, please send a few 60-minute times that you are available over the next few weeks,** and let us know the names and emails of up to 3 knowledgeable people who will attend.

**[For AETCs]**

**The request:** We would like to interview the person or few people most knowledgeable about the organization's use (or non-use) of TargetHIV.com resources designed to help implement interventions to improve care for people living with HIV. Ideally, this interview would include the person or people aware of resources used by your organization's staff to develop AETC resources and to train providers. **Are you and/or a knowledgeable colleague interested in participating? If so, please send a few 60-minute times that you are available over the next few weeks,** and let us know the names and emails of up to 3 knowledgeable people who will attend.

**[For all:]**

If you have any questions or concerns about this effort, please reach out to Melanie Au (mau@mathematica-mpr.com), the Mathematica deputy project director, 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. Reminder Email from PO

**From:** HAB PO  
**To:** Sample of providers and subrecipients, Part A and B administrative recipients, and AETCs selected for interviews  
**Cc:** **[For RWHAP subrecipients only]** Recipient contact  
**Subject:** Interviews with [RWHAP providers or subrecipients/Part A and B administrative recipients/AETCs] – your participation is needed!

Dear [First name],

Earlier this week, you received an email invitation to participate in the *RUDI Telephone Interviews*, which are being conducted on HAB's behalf by Mathematica. The interviews are 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.

### **[For RWHAP providers or subrecipients:]**

**If your organization has already reached out to Mathematica to schedule an introductory call to discuss the specifics of participating in the interviews, thank you!** If you have not yet connected with Mathematica, please consider doing so soon. Your organization's participation will provide HAB with valuable information that will be used to refine its approach to disseminating intervention strategies to recipients of RWHAP funding. Although your participation is voluntary, we hope that you choose to participate in the interviews. All information you provide will be kept confidential. To express our thanks, your organization will receive a gift card from Amazon.

### **[For Part A and B administrative recipients:]**

**If you have already agreed to participate and sent Mathematica some available times, thank you!** If you have not yet connected with Mathematica, please consider doing so soon. Your organization's participation will provide HAB with valuable information that will be used to refine its approach to disseminating intervention strategies to recipients of RWHAP funding. Although your participation is voluntary, we hope that you choose to participate in the interviews. All information you provide will be kept confidential. To express our thanks, your organization will receive a gift card from Amazon.

### **[For all:]**

To connect with Mathematica about scheduling, please reach out to [name of scheduler] at [e-mail address]. If you have other questions or concerns about this effort, please contact Melanie Au (mau@mathematica-mpr.com), the Mathematica deputy project director, 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]