

## Appendix C

### Respondent reminders

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## **Appendix C.1**

### **Reminder to providers**

## C.1 Reminder to providers

NOTE TO REVIEWERS: We plan to send the contents of this reminder via email, letter, or text, modified as appropriate for the mode.

**IF EMAIL: EMAIL SUBJECT: HBCC-NSAC Study Reminder!**

Hi [NAME],

Thanks again for taking part in the Home-Based Child Care Toolkit for Nurturing School-Age Children (HBCC-NSAC Toolkit) Study!

[IF OBSERVATION NOT YET COMPLETE: As a reminder, our team is scheduled to visit your home. We look forward to our visit! Our study team member will plan to be at your home for about 3 to 4 hours. We would like to see a typical day with school-age children, and you and the children do not need to change your routine. Information from the visit will only be used to help us understand how providers like you care for children for this study and will not be shared or used for monitoring or assessment purposes.]

[PROVIDER QUESTIONNAIRE: IF WEB VERSION NOT COMPLETE OR PAPER VERSION NOT RETURNED]: Do you have any questions about completing the consent form and provider questionnaire? Are you able to complete the consent form and provider questionnaire this week?

[PROVIDER QUESTIONNAIRE: IF WEB VERSION NOT COMPLETE]: As a reminder, you can give consent and complete the provider questionnaire by clicking on this link: [INSERT WEB LINK]

[PROVIDER QUESTIONNAIRE: IF PAPER VERSION NOT RETURNED]: As a reminder, please drop off your prepaid return envelope containing your completed consent form and provider questionnaire at a [MAIL CARRIER DROP OFF]. Please let us know if you need help sending back the envelope.

[PROVIDER QUESTIONNAIRE: IF TELEPHONE VERSION]: As a reminder, someone from the study team will call you on [DATE] at [TIME] to complete the consent form and the provider questionnaire with you.

[IF FAMILY SURVEY(S) NOT RETURNED]: Please remind families to complete the family survey using the web link, on paper, or over the phone. Collect any paper family surveys and drop them off in the prepaid return envelope at a [MAIL CARRIER DROP OFF].

As a thank you for your participation, we will send you a [IF OBSERVATION: \$70] [IF NO OBSERVATION: \$65] gift card after you complete the HBCC-NSAC Toolkit provider questionnaire. [IF OBSERVATION NOT YET COMPLETE: As a thank you for scheduling and allowing us to visit your home, you will also receive a \$10 gift card at the time of the visit].

Please let me know if you have any questions!

Sincerely,

[NAME] for the HBCC-NSAC Study team

The referenced collection of information is voluntary. Information will be kept private. 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 collection is XXXX-XXXX and the expiration date is XX/XX/20XX.

## **Appendix C.2**

### **Provider questionnaire reminder to community organizations**

## C.2 Provider questionnaire reminder to community organizations

NOTE TO REVIEWERS: We may ask site coordinators to send this reminder to providers multiple times throughout the study period and may tailor the message to site coordinators accordingly.

The subject line listed below is one possible subject line for this email. Subject line may change based on study timing. Possible subject lines include:

- REMINDER! Provider questionnaire due [DATE]
- LAST CHANCE to complete HBCC-NSAC Toolkit provider questionnaire!

Hi [NAME OF SITE COORDINATOR],

Thank you for connecting our HBCC-NSAC Toolkit study team with home-based providers from your network! Several providers have chosen to participate in the study, and we could use your help to remind these providers to complete and return the provider questionnaire [IF OBSERVATION: and schedule their observation visit]. If you haven't already, can you please share the text below with providers in your network by email or include it in a planned mass communication such as a newsletter or social media group? If possible, please also include the study flyer attached.

ATTACH: Provider flyer

SUBJECT: HBCC-NSAC Toolkit Study reminder!

Thank you to those taking part in the Home-Based Child Care Toolkit for Nurturing School-Age Children (HBCC-NSAC Toolkit) Study!

Please complete the consent form and provider questionnaire by [DATE]? As a reminder:

- Complete the provider questionnaire by clicking on the **link sent to your email**,  
OR
- If you were mailed a paper copy, please drop off your prepaid return envelope containing your completed consent form and provider questionnaire at a [MAIL CARRIER DROP OFF].

You will receive a **[IF NO OBSERVATION: \$65; IF OBSERVATION: \$70] gift card** as a thank you. See the attached study flyer for details.

[IF OBSERVATION: If you haven't already, please be sure to schedule your visit with the study team. You will receive a \$10 gift card at the visit.]

If you have questions, please email [STUDY EMAIL] or call [STUDY PHONE NUMBER].

The referenced collection of information is voluntary. Information will be kept private. 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 collection is XXXX-XXXX and the expiration date is XX/XX/20XX.

## **Appendix C.3**

### **Family survey reminder to providers**

### C.3 Family survey reminder to providers

NOTE TO REVIEWERS: We plan to send the contents of this reminder via email, letter, or text, modified as appropriate for the mode.

The subject lines listed below are possible subject lines for this email. Subject lines may change based on study timing. Possible subject lines include:

- REMINDER! Family survey due [DATE]
- LAST CHANCE to complete family surveys for HBCC-NSAC Toolkit Study!
- ATTENTION: Please remind your families to complete family survey

**IF EMAIL: EMAIL SUBJECT: Reminder family survey!**

[IF FAMILY SURVEY(S) NOT RETURNED]: Thank you for sharing the family surveys. Please remind families to complete the family surveys using the web link, on paper, or over the phone? Please collect any paper family surveys and drop them off in the prepaid return envelope at a [MAIL CARRIER DROP OFF]. Families received a \$5 gift card in their survey packets and will receive an additional \$10 gift card as a thank you once the study team receives it.

[IF PAPER FAMILY SURVEY RETURNED WITH NO SIGNED CONSENT FORM]: PHONE ONLY: Thank you for sharing the family survey. [RESPONDENT] completed the family survey but did not include their consent form. We need the consent form to process their data and send them their gift card. If you are allowed to share [RESPONDENT]'s contact information, we can take that information over the phone now. TAKE CONTACT INFORMATION. When can you ask [RESPONDENT] to return their completed consent form to you? [INSTRUCTIONS TO RETURN COMPLETED CONSENT FORM TO STUDY TEAM]

Please let me know if you have any questions!

Sincerely,

[NAME] for the HBCC-NSAC Study team

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## **Appendix C.4**

### **Family survey reminder to community organizations**

## C.4 Family survey reminder to community organizations

NOTE TO REVIEWERS: The subject lines listed below are possible subject lines for this email. Subject lines may change based on study timing. Possible subject lines include:

- REMINDER! Family survey due [DATE]
- LAST CHANCE to complete family surveys for HBCC-NSAC Toolkit Study!
- ATTENTION: Please remind your families to complete family survey

Hi [NAME OF SITE COORDINATOR],

Thank you for connecting our HBCC-NSAC Toolkit study team with home-based providers from your network! Several providers asked families to participate in the study, and we could use your help to remind the providers to collect and return completed family surveys. Can you please share the text below with providers in your network by email or include it in a planned mass communication such as a newsletter or social media group? If possible, please also include the attached study flyer.

ATTACH: Family flyer

SUBJECT: Family Survey REMINDER!

Thank you to those taking part in the Home-Based Child Care Toolkit for Nurturing School-Age Children (HBCC-NSAC Toolkit) Study!

**Please mail back completed paper family surveys by [DATE].** As a reminder:

- Give each family with school-age children the family survey that was **mailed to you (labeled: [DESCRIBE LABEL])**.
- Families may complete the survey online using the web link, on paper, or over the phone. Please collect any paper family surveys and drop them off in the prepaid return envelope at a [MAIL CARRIER DROP OFF].

**Families received a \$5 gift card in their survey packets and will receive an additional \$10 gift card as a thank you for completing the family survey.** See the attached study flyer for details.

If you have questions, please email [STUDY EMAIL] or call [STUDY PHONE NUMBER].

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## **Appendix C.5**

**Email to providers not selected to participate in the study**

## C.5 Email to providers not selected to participate in the study

NOTE TO REVIEWERS: We plan to send the contents of this reminder via email, letter, or text, modified as appropriate for the mode.

**EMAIL SUBJECT: Home-Based Child Care Toolkit for Nurturing School-Age Children Study**

Hi [NAME],

Thank you for talking with me about the Home-Based Child Care Toolkit for Nurturing School-Age Children (HBCC-NSAC Toolkit) Study! At this time, we have enough providers to participate and are unable to include you in the study. If something changes, we will follow up to see if you are still interested.

Sincerely,

[NAME] for the HBCC-NSAC Study team

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