

Appendix G.
Program Participant Recruitment Email

Dear [Participant],

The U.S. Department of Health and Human Services is funding a study to better understand how human services programs adapted to the COVID-19 pandemic. This study, called *TANF and Child Support Moving Forward: Lessons Learned from the COVID-19 Pandemic*, is being conducted by researchers from a company called [Mathematica/MEF Associates]. The study team is interested in speaking with you about your experiences getting services from [TANF/Child support office] during the pandemic. **If you choose to participate, [Mathematica/MEF] will invite you to a one-hour small group interview sometime during the week of [WEEK OF INTERVIEWS]. The interview will be conducted virtually and you will be given a \$30 gift card to thank you for your participation.** Your participation in this study is completely voluntary and **will not** affect any benefits or services you might receive. Your experiences are extremely important to the study and will help inform improvements to program operations and service delivery to better serve people in the future.

Would you be willing to participate in this important study? Please reply to this email or call me at [PHONE] if you are interested in participating. Please also let me know if there are times when you will not be able to participate during the [WEEK OF INTERVIEWS] so we can consider that when scheduling.

Thanks so much and I look forward to hearing back from you!

Sincerely,

[NAME]