

**Appendix F.**  
**Local TANF/Child Support Staff Invitation Email**

Dear [Local TANF/child support program director],

The Office of Planning, Research, and Evaluation (OPRE) in the Administration for Children and Families at the U.S. Department of Health and Human Services is funding a study on how TANF and child support programs adapted to the pandemic and which changes are being sustained during the pandemic and beyond. This study, *TANF and Child Support Moving Forward: Lessons Learned from the COVID-19 Pandemic*, is being conducted by Mathematica and its subcontractor, MEF Associates, in partnership with OPRE.

The [State TANF/child support office] was chosen to be part of this study and we have already collected information from the [state TANF/ child support office] about [state's] experience during the pandemic. The [State TANF/child support office] recommended that we talk to you to learn about your office's experience as well.

**We would like to schedule an interview with you to learn about your program's experience during the pandemic.** Your participation in this study is extremely valuable and will help advance knowledge about how local offices adapted to challenges prompted by the pandemic. The findings of this study will offer lessons that can inform [TANF/child support] program operations and service delivery during the pandemic and beyond.

**We anticipate that this interview will take about one hour.** In addition to attending the interview yourself, you may invite up to two additional staff to participate who may be knowledgeable about implementing pandemic-related changes. As part of your participation in this study, we may also ask you to identify a small group of customers who we can interview to learn about their experiences with the pandemic-related changes. We will discuss this more during our call.

To help with scheduling I have provided some timeslots over the next two weeks that work for our team:

- Timeslot 1
- Timeslot 2
- Timeslot 3

All times are in [EST]. Please let us know if you are available for any of these times. If none work for you, please suggest some times that you and your team are available.

Sincerely,

[NAME]