

Attachment B: Worker Survey Contact Materials

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Invitation Letter

[DEPARTMENT OF LABOR – CEO LETTERHEAD]

[Date]

Current Resident

[Address]

[City], [STATE] [POSTAL CODE]

Dear residents at [address],

The U.S. Department of Labor (DOL) is asking for your help with the **National Worker Survey** - an important survey about where people work, what jobs they do, and how they are paid. Your responses will help to promote access to critical worker protections in your community and throughout the country.

We are asking the **working adult, age 18 or older, in your household** to participate. If there is more than one working adult in your household, please ask the one with the next upcoming birthday to participate.

Participating is easy! Please follow the steps below today:

- 1 Go to www.xxxx.xxxx.gov or scan the code on the right with your smartphone
- 2 Click on the survey link and enter your PIN: [PIN]
- 3 Answer a few questions to see if you are eligible for the survey
- 4 If eligible, you will receive a **\$40 Mastercard [gift card/E-gift card]** to complete the survey which takes less than 30 minutes



Eligible participants will also be able to invite up to five people that they know who might be eligible to participate in the National Worker Survey. For each person you recruit who's eligible and completes the study, we will send you \$20 in a Mastercard [gift card/E-gift card] to thank you for your help.

Participation in the National Worker Survey is voluntary. Your answers will be kept private and combined with those from others. We have included \$2 in this invitation letter as thank you in advance for your participation.

Please see answers to frequently asked questions about National Worker Survey on the back of this letter. To learn more about the study, visit the Department of Labor's website (<https://www.dol.gov/resource-library/national-worker-survey>). If you need help or have any questions about the survey, please contact Westat, the independent research firm hired by the U.S. DOL to conduct this study at workersurvey@westat.com or by phone at 1-855-595-4050.

Thank you for your assistance in this important effort.

Sincerely,

Tiffany Boiman
Chief Evaluation Officer
U.S. Department of Labor

Para completar la encuesta en español, visit www.xxxx.xxxx.gov

要用中文完成调查, 请访问 www.xxxx.xxxx.gov

Để hoàn thành bản khảo sát bằng tiếng Việt, hãy truy cập www.xxxx.xxxx.gov

Public reporting burden for this survey is estimated to average 30 minutes per response. This collection of information is voluntary. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and submitting the survey. You are not required to respond to this collection of information unless it displays a valid OMB control number. Please send comments regarding the burden estimate or any other aspect of this collection of information to the U.S. Department of Labor Chief Evaluation Office, 200 Constitution Ave NW, Washington, DC 20210 or ChiefEvaluationOffice@dol.gov and reference OMB control number [\[1290-ONEW\]](#). **NOTE: Please do not send your completed survey to this address.**

Frequently Asked Questions

Frequently Asked Questions

Who is sponsoring the study?

The study is sponsored by the U.S. Department of Labor (DOL). If you have additional questions, you can contact DOL's Chief Evaluation Office at ChiefEvaluationOffice@dol.gov. You can learn more about the study here: <https://www.dol.gov/resource-library/national-worker-survey>. If you need help or have any questions about the survey, please contact DOL contractor Westat at 1-855-595-4050 or workersurvey@westat.com.

Who is conducting the study?

Westat, an independent research firm, is conducting the survey under a DOL contract. For more information about Westat, please visit www.westat.com.

How will my responses be used?

Your responses will be combined with other participants' in a report that will describe the experiences of workers with jobs like yours.

Why was I invited to participate in this survey?

Your household was randomly selected from a list of residential addresses in the United States.

Who should complete this survey?

The working adult in your household should complete this survey. If there is more than one working adult in your household, the one with the next birthday should complete the survey.

How long will the survey take?

On average, the survey takes about 30 minutes to complete.

Am I required to participate in the survey?

No, it is your choice if you want to participate or not. You can also skip any questions you do not want to answer. However, your household was randomly selected for the study and cannot be replaced with another household. You represent thousands of other households like yours, and your answers are very important to the success of this study.

How will you protect my identity?

Your name and contact information will not be linked to any answers in the survey. No information that could personally identify you will be given to DOL or anyone else.

What would you like me to do?

The working adult in your household should complete the brief screening survey at the website www.xxxx.xxxx.gov. The survey will determine if they are eligible to participate and will take less than five minutes to complete. If they are eligible to participate, they will be asked to complete the main study survey. They will also be asked to recruit up to five people that they know who might be eligible to participate.

Will I get anything for participating?

We enclosed \$2 in the letter we sent you. If you are eligible and complete the survey, [we will mail you a \$40 Mastercard gift card/ send you a \$40 Mastercard E-gift card] to thank you for your help. [Your Mastercard gift card

will be mailed within 1 week after you complete the survey. / Your Mastercard E-gift card will be emailed to you 24 hours after you complete the survey.] If you recruit people who complete the survey, we will [mail you another Mastercard gift card/send you a Mastercard E-gift card] with \$20 for each eligible person that completes the survey. You may refer up to five people and receive up to \$100 for successfully referring others to the study.

Who should I contact with questions?

If you have questions, you can contact DOL contractor Westat at 1-855-595-4050 or workersurvey@westat.com. If you have questions about your rights and welfare as a research participant, please call the Westat Human Subjects Protections office at 1-888-920-7631.

Thank You/Reminder Postcard 1

Last week, we mailed you a letter asking for your help with the National Worker Survey, an important national study about where people work, what jobs they do, and how they are paid. All eligible respondents will receive **\$40 for participating**.

We are asking the **working adult, age 18 or older, in your household** to complete the survey. If there is more than one working adult in your household, please ask the one with the **next birthday** to participate.

Participating is easy! Please follow the steps below today:

- 1 Go to www.xxxx.xxx.gov or scan the code on the right with your smartphone
- 2 Click on the survey link and enter your PIN: **[PIN]**
- 3 Answer a few questions to see if you are eligible for the survey
- 4 If eligible, you will receive **\$40 Mastercard [gift card/E-gift card]** to complete the survey which takes less than 30 minutes



If you need help or have any questions, please contact Westat, the independent research firm hired to conduct this study. They can be reached at workersurvey@westat.com or by phone at 1-855-595-4050.

Thank you in advance for your help.

Tiffany Boiman
Chief Evaluation Officer
U.S. Department of Labor

Public reporting burden for this survey is estimated to average 30 minutes per response. This collection of information is voluntary. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and submitting the survey. You are not required to respond to this collection of information unless it displays a valid OMB control number. Please send comments regarding the burden estimate or any other aspect of this collection of information to the U.S. Department of Labor Chief Evaluation Office, 200 Constitution Ave NW, Washington, DC 20210 or ChiefEvaluationOffice@dol.gov and reference OMB control number **[1290-0NEW]**. **NOTE: Please do not send your completed survey to this address.**

Thank You/Reminder Postcard 2

We know you're busy but we still need your help! Be a representative of workers with jobs like yours by participating in the National Worker Survey today!

If you have already participated, thank you! If not, we are asking the **working adult, age 18 or older, in your household** to participate. If there is more than one working adult in your household, please ask the one with the next birthday to participate.

Participating is easy! Please follow the steps below today:

- 1 Go to www.xxxx.xxxx.gov or scan the code on the right with your smartphone
- 2 Click on the survey link and enter your PIN: [PIN]
- 3 Answer a few questions to see if you are eligible for the survey
- 4 If eligible, you will receive **\$40 Mastercard [gift card/E-gift card]** to complete the survey which takes less than 30 minutes



If you need help or have any questions, please contact Westat, the independent research firm hired to conduct this study. They can be reached at workersurvey@westat.com or by phone at 1-855-595-4050.

Thank you in advance for your help.

Tiffany Boiman
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Thank You/Reminder Letter

[DEPARTMENT OF LABOR – CEO LETTERHEAD]

[Date]

Current Resident

[Address]

[City], [STATE] [POSTAL CODE]

We still need your help!

Over the past few weeks, we have reached out to your household to ask for your participation in the National Worker Survey, an important national study about worker protections across the country. **Your participation is extremely important to the success of the study – your household cannot be replaced.** This is your opportunity to share your workplace experiences and help the Department of Labor to better protect workers.

If you have already responded, thank you. If not, there is still time. We are asking the **working adult, age 18 or older, in your household** to participate. If there is more than one working adult in your household, please ask the one with the next birthday to participate.

Participating is easy! Please follow the steps below today:

- 1 Go to www.xxxx.xxx.gov or scan the code on the right with your smartphone
- 2 Click on the survey link and enter your PIN: [PIN]
- 3 Answer a few questions to see if you are eligible for the survey
- 4 If eligible, you will receive **\$40 Mastercard [gift card/E-gift card]** to complete the survey which takes less than 30 minutes



Eligible participants will also be able to invite up to five people that you know who might be eligible. For each person you recruit who's eligible and completes the study, we will send you \$20 in a Mastercard [gift card/E-gift card] to thank you for your help.

Your participation is voluntary. Your answers will be kept private and combined with responses from other households.

If you need help or have any questions, please contact Westat, the independent research firm hired to conduct this study. They can be reached at workersurvey@westat.com or by phone at 1-855-595-4050.

Thank you for your assistance in this important effort.

Sincerely,

Tiffany Boiman
Chief Evaluation Officer
U.S. Department of Labor

Para completar la encuesta en español, visit www.xxxx.xxx.gov

要用中文完成调查, 请访问 www.xxxx.xxx.gov

Để hoàn thành bản khảo sát bằng tiếng Việt, hãy truy cập www.xxxx.xxx.gov

Public reporting burden for this survey is estimated to average 30 minutes per response. This collection of information is voluntary. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and submitting the survey. You are not required to respond to this collection of information unless it displays a valid OMB control number. Please send comments regarding the burden estimate or any other aspect of this collection of information to the U.S. Department of Labor Chief Evaluation Office, 200 Constitution Ave NW, Washington, DC 20210 or ChiefEvaluationOffice@dol.gov and reference OMB control number [\[1290-0NEW\]](#). **NOTE: Please do not send your completed survey to this address.**

Thank You/Reminder Postcard 3

Last chance! Don't miss your opportunity to help workers with jobs like yours!

There is still time to take the National Worker Survey and **earn up to \$140**. Your input will help the Department of Labor ensure protections for workers regarding wages and workload.

If you have already completed the survey, thank you! If not, please ask the **working adult, age 18 or older, in your household** to participate by following the instructions below:

Participating is easy! Please follow the steps below today:

- ① Go to www.xxxx.xxx.gov or scan the code on the right with your smartphone
- ② Click on the survey link and enter your PIN: [PIN]
- ③ Answer a few questions to see if you are eligible for the survey
- ④ If eligible, you will receive **\$40 Mastercard [gift card/E-gift card]** to complete the survey which takes less than 30 minutes



If you need help or have any questions, please contact Westat, the independent research firm hired to conduct this study. They can be reached at workersurvey@westat.com or by phone at 1-855-595-4050.

Tiffany Boiman
Chief Evaluation Officer
U.S. Department of Labor

Public reporting burden for this survey is estimated to average 30 minutes per response. This collection of information is voluntary. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and submitting the survey. You are not required to respond to this collection of information unless it displays a valid OMB control number. Please send comments regarding the burden estimate or any other aspect of this collection of information to the U.S. Department of Labor Chief Evaluation Office, 200 Constitution Ave NW, Washington, DC 20210 or ChiefEvaluationOffice@dol.gov and reference OMB control number [1290-0NEW](#). **NOTE: Please do not send your completed survey to this address.**

Incentive Letter/Email (Participation)

Letter (for mailed Mastercard gift card group)

[Date]

[FIRST NAME] [LAST NAME]

[Address]

[City], [STATE] [POSTAL CODE]

Dear [FIRST NAME],

Thank you for participating in the National Worker Survey. As a thank you for your time, we have enclosed a \$40 Mastercard gift card for completing the survey.

If you recruit other people to the study, we will send you another Mastercard gift card with \$20 for each person who completes the survey, if they are eligible. This gift card will be mailed to you once the surveys have been successfully completed by the people you recruited.

If you need help or have any questions, please do not hesitate to contact us at workersurvey@westat.com or by phone at 1-855-595-4050.

Thank you,

Michael Hornbostel
Survey Director, Westat



Email (for Mastercard E-gift card group)

From: Westat

Subject: Here is Your Worker Survey Mastercard E-Gift Card!

Dear [FIRST NAME],

Thank you for participating in the National Worker Survey. As a thank you for your time, we are pleased to provide you with a \$40 Mastercard E-gift card: **[Insert E-gift card details]**

If you recruit other people to the study, we will send you another Mastercard E-gift card with \$20 for each person who completes the survey, if they are eligible. The E-gift card will be emailed to you once the surveys have been successfully completed by the people you recruited.

If you have need help or have any questions, please do not hesitate to contact us at workersurvey@westat.com or by phone at 1-855-595-4050.

Thank you,

Michael Hornbostel
Survey Director, Westat



Incentive Letter/Email (Recruitment)

Letter (for mailed Mastercard gift card group)

[Date]

[FIRST NAME] [LAST NAME]

[Address]

[City], [STATE] [POSTAL CODE]

Dear [RECRUITER NAME],

As you are aware, the National Worker Survey is providing incentives for recruiting other eligible people into the study. You are entitled to receive \$20 for each eligible person you recruit who completes the survey. You were successful in recruiting [one / # > <person / people] to complete the survey. As promised, we have enclosed a <\$20/\$40/\$60/\$80/\$100> Mastercard gift card to thank you for recruiting.

If you need help or have any questions, please do not hesitate to contact us at workersurvey@westat.com or by phone at 1-855-595-4050.

Thank you,

Michael Hornbostel
Survey Director, Westat



Email (for Mastercard E-gift card group)

From: Westat

Subject: Here is Your Worker Survey Mastercard E-Gift Card

Dear [RECRUITER NAME],

As you are aware, the National Worker Survey is providing incentives for recruiting other eligible people into the study. You are entitled to receive \$20 for each eligible person you recruit who completes the survey. One of the people that you recruited completed the survey. As promised, we are pleased to provide you with a \$20 Mastercard E-gift card to thank you for recruiting: [Insert E-gift card details]

If you need help or have any questions, please do not hesitate to contact us at workersurvey@westat.com or by phone at 1-855-595-4050.

Thank you,

Michael Hornbostel
Survey Director, Westat

Invitation Email/Text Message to Recruiters

Email (for recruiters who requested e-coupons via email)

From: Westat
Subject: Your National Worker Survey Invitations

Dear [RECRUITER NAME],

Thank you again for participating in the National Worker Survey. We are sending you invitations for the people you named who might be eligible to take the survey. Please share these invitations with the people you named. We will give you \$20 in a Mastercard [gift card/E-gift card] for each person who is eligible and completes the survey. We will give them \$40 when they complete the survey. Each invitation can be used only once.

If you need help or have any questions, please contact us at workersurvey@westat.com or by phone at 1-855-595-4050.

Thank you,

Michael Hornbostel
Survey Director, Westat



OMB 1290-ONEW / Expiration Date: XX/XX/XXXX

[Invitation 1-5]

From: Westat
Subject: National Worker Survey Invitation for [RECRUIT NAME]

Dear [RECRUIT NAME],

Take the National Worker Survey. If you are eligible and complete the survey, you will get a \$40 Mastercard [gift card/E-gift card].

Go to: www.xxxx.xxx.gov

Access code: [CODE]

Expiration date: [DATE]

If you need help or have any questions, please contact Westat at workersurvey@westat.com or by phone at 1-855-595-4050.

OMB 1290-ONEW / Expiration Date: XX/XX/XXXX

Text Messages (for recruiters who requested e-coupons via text)

Text Message 1

Hi, [RECRUITER NAME]! Thank you again for participating in the National Worker Survey. We are sending you invitations for the people you named who might be eligible to take the survey. Please share these invitations with the people you named. We will give you \$20 in a Mastercard [gift card/E-gift card] for each person who is eligible and completes the survey. We will give them \$40 when they complete the survey. Each invitation can be used only once.

workersurvey@westat.com

1-855-595-4050

Msg&data rates may apply. Reply STOP to cancel.

OMB 1290-0NEW / Expiration Date: XX/XX/XXXX

Text Message 2-6

Invitation for [RECRUIT NAME]

Hi, [RECRUIT NAME]! Take the National Worker Survey and earn \$40.

Go to: www.xxx.xxx.gov

Access code: [CODE]

Expiration date: [DATE]

workersurvey@westat.com

1-855-595-4050

Msg&data rates may apply. Reply STOP to cancel.

OMB 1290-0NEW / Expiration Date: XX/XX/XXXX

Reminder Email/Text Message to Recruiters

Email (for recruiters who requested coupons via email)

Email 1

From: Westat
Subject: Reminder: Share Your National Worker Survey Invitations!

Dear [RECRUITER NAME],

It looks like there are some invitations to the National Worker Survey that have not been used. We are resending them to you. Please share these invitations with the people you named. We will give you \$20 in a [gift card/E-gift card] for each person who completes a survey. We will give them \$40 when they complete the survey.

Questions? Please contact us at workersurvey@westat.com or by phone at 1-855-595-4050.

Thank you,

Michael Hornbostel
Survey Director, Westat



OMB 1290-ONEW / Expiration Date: XX/XX/XXXX

Email 2-6

From: Westat
Subject: National Worker Survey Invitation for [RECRUIT NAME]

Dear [RECRUIT NAME],

Take the National Worker Survey. If you are eligible and complete the survey, you will get a \$40 Mastercard [gift card/E-gift card].

Go to: www.xxxx.xxxx.gov

Access code: [CODE]

Expiration date: [DATE]

Text Messages (for recruiters who requested coupons via text)

Text Message 1

Hi, [RECRUITER NAME]! It looks like there are some invitations to the National Worker Survey that have not been used. We are resending them to you. Please share these invitations with the people you named. We will give you \$20 in a [gift card/E-gift card] for each person who completes a survey. We will give them \$40 when they complete the survey.

workersurvey@westat.com

1-855-595-4050

Msg&data rates may apply. Reply STOP to cancel.

OMB 1290-0NEW / Expiration Date: XX/XX/XXXX

Text Message 2-6

Invitation for [RECRUIT NAME]

Hi, [RECRUIT NAME]! Take the National Worker Survey and earn \$40.

Go to: www.xxx.xxx.gov

Access code: [CODE]

Expiration date: [DATE]

workersurvey@westat.com

1-855-595-4050

Msg&data rates may apply. Reply STOP to cancel.

OMB 1290-0NEW / Expiration Date: XX/XX/XXXX

Nonresponse Follow-up Email/Text Message to Recruiters

(Sent to recruiters with one or more e-coupons that have not been used. Sent via email or text message depending on how they requested the e-coupons.)

Email

From: Westat
Subject: National Worker Survey Follow-Up

Dear [RECRUITER NAME],

It looks like some of the invitations we sent you for the National Worker Survey have not been used. We would like you to take a 2-minute survey to help us understand why the people you named did not take the survey. Your answers are important! Click this link to take the survey as soon as possible: [SURVEY WEBSITE]

If you have questions, please contact us at workersurvey@westat.com or by phone at 1-855-595-4050. Thanks again for taking the survey.

Thank you,

Michael Hornbostel
Survey Director, Westat



OMB 1290-ONEW / Expiration Date: XX/XX/XXXX

Text

Hi [RECRUITER NAME]! It looks like some of the invitations we sent you for the National Worker Survey have not been used. We would like you to take a 2-minute survey to help us understand why the people you named did not take the survey. Your answers are important! Click this link to take the survey as soon as possible: [SURVEY WEBSITE]

workersurvey@westat.com

1-855-595-4050

Msg&data rates may apply. Reply STOP to cancel.

OMB 1290-ONEW / Expiration Date: XX/XX/XXXX

Follow-up Letter/Email for Suspicious Responses

[Date]

[FIRST NAME] [LAST NAME]

[Address]

[City], [STATE] [POSTAL CODE]

From: Westat

Subject: National Worker Survey

Dear [NAME],

Thank you for taking time to participate in the National Worker Survey. We noticed that a few participants recruited ineligible individuals and/or completed the survey more than once so that they may receive more than one incentive. Each eligible participant can only complete one survey otherwise the quality and validity of the research are compromised.

If you are receiving this message, you will not receive an incentive; however, if you think that this message is a mistake, please feel free to contact us at 1-855-595-4050.

Thank you,

Michael Hornbostel
Survey Director, Westat



Cell Phone Passcode Verification Text Message to Survey Taker

Unique passcode for taking the National Worker Survey.

Passcode: [Passcode]

Questions? Please contact Westat at workersurvey@westat.com or by phone at 1-855-595-4050.

OMB 1290-ONEW / Expiration Date: XX/XX/XXXX