

Appendix D: Client Interview Recruitment/Advance E-mails

Recruitment E-mail from Case Manager

Dear [Name],

I hope you're having a good day. I wanted to invite you to participate in a project run by a non-profit called RTI International to help improve the program that helps fund the services you got through [PROVIDER]. This [project](#) is overseen by the Administration for Children and Families.

As part of this project, RTI is talking with people who got services from [PROVIDER] and other programs funded by the same program. The goal of these conversations is to help improve services for others and I thought you might have valuable input to give them. Here is some information:

- The conversation will take about 1 hour and take place by phone or video call.
 - They will ask you questions about how you learned about [PROVIDER], what services you got, what was helpful, and what could have been better.
- You will receive \$125 gift card as a thank you for your participation.
- You can participate anonymously. You don't need to give them your name or other identifying information if you don't want to.
- It is your choice if you want to participate in this conversation. Whether or not you participate will not impact any services you are getting now or might need in the future from [PROVIDER].
- You don't need to prepare at all for the conversation.
- Any information you share will be kept private to the extent permitted by law.
- They will not identify you individually by name or connect anything you say directly to you.

If you want to participate or have any questions, please let me know. I can help you schedule the conversation.

Thank you in advance!

Advance Email

This will be sent to the client if they are comfortable sharing their contact information or to the case manager if the client prefers to participate anonymously.

Subject: [PROVIDER] Conversation [DATE/TIME]

Dear [CLIENT FIRST NAME OR CASE MANAGER]:

[IF CASE MANAGER- Please share this e-mail with the client participating. We will review all of the information below with the client prior to starting the interview.]

Thank you for scheduling a conversation with the RTI International team. **Your 1-hour call is scheduled for: [insert date and time]**

We look forward to talking with you. Below are some reminders about the conversation and your participation:

- We want to hear about your experience getting services from [PROVIDER]. I'll ask you questions about how you learned about [PROVIDER], what services you got, what was helpful, and what could have been better. This information will help improve services for others. There are no right or wrong answers—we are just interested in hearing your thoughts and experiences.
- It is your choice if you want to take part. You can skip any questions or stop the conversation whenever you want.
- You will receive \$125 gift card as a thank you for your participation. When we finish the interview, we will send you a link to get your gift card – either in the Zoom chat or by email – whichever you want.
- The information we collect from you is private to the extent permitted by law.
- We will not identify you individually by name or connect anything you say directly to you. When we share information in reports or presentations, we'll combine your answers with answers from other people we interview and remove any details that could identify you.
- With your permission, we will audio record the interview.

We will talk through all of this before we start our conversation, but if you have any questions before then please call or e-mail your case manager or the evaluation team [STAFF] at [E-MAIL] or [PHONE] or the overall project director ([STAFF] at [E-MAIL]). We appreciate your time!

Best,

[RTI POINT OF CONTACT]

