

Appendix C.

Follow-up survey reminders and notifications
(for both first and second follow-up surveys) – revised

- C1. ADVANCE LETTER
- C2. ADVANCE LETTER INSERT
- C3. EMAIL NOTIFICATION
- C4. EMAIL REMINDER
- C5. LAST CHANCE EMAIL
- C6. TEXT MESSAGE NOTIFICATION
- C7. TEXT MESSAGE REMINDER
- C8. LAST CHANCE TEXT MESSAGE
- C9. POSTCARD NOTIFICATION
- C10. REFUSAL AVOIDANCE LETTER
- C11. LOCATING LETTER
- C12. THANK YOU LETTER / EMAIL
- C13. STUDY PARTICIPATION FLYER

C1. Advance Letter: Mailed to participants at the start of data collection

Jessica De Santis
Survey Director

111 East Wacker Drive, Suite 3000
Chicago, IL 60601-4803
Telephone: (312) 994-1002
Fax (312) 994-1003 Progress Together
www.mathematica-mpr.com
[TOLL FREE NUMBER]

Dear [PARTICIPANT NAME]:

Date

Thank you for agreeing to take part in the Next Generation of Enhanced Employment Strategies Project!

When you signed up for this study in [MONTH] [YEAR] through [NEXTGEN PROGRAM], you learned that we would contact you to take a survey. [In [MONTH], you took our first survey.] We are writing to invite you to take [this/the second] survey now. [Even though you already took the first survey, we would still like you to take this second survey/Even though you did not take the first survey, we would still like you take this second survey.] This study is being done by researchers at Mathematica for the U.S. Department of Health and Human Services. By taking part in this study, you will help policymakers and program staff better understand how to improve programs like [NEXTGEN PROGRAM].

[We have enclosed \$5 to thank you for participating.] When you complete the survey, we will [also] mail you a **[\$50/\$55] gift card** to thank you for your participation. You can use the gift card anywhere that accepts credit or debit cards.

The 50 minute survey will ask about your experiences including your use of employment services, your jobs, your health, and your receipt of benefits. Your responses to the questions are voluntary. You can skip any questions you do not want to answer, but we hope that you will answer as many questions as you can. We will protect your answers and privacy to the fullest extent under the law. To help us protect your privacy, we have a Certificate of Confidentiality from the National Institutes of Health, which prevents anyone from forcing us to release information about you, unless the release is requested by you.

To learn how to complete the survey online, please see the insert included with this letter. The survey is meant for only you to complete, so please keep your log-in information somewhere safe.

If you have any questions or would like to take this survey by phone, please call us toll-free at [TOLL-FREE NUMBER]. When you call, ask for [NAME], a survey worker at Mathematica. You can also send us an e-mail at [E-MAIL ADDRESS].

Thanks again for being a part of this study. We look forward to hearing from you soon!

Sincerely,



Jessica De Santis

Survey Director

Enclosure

Ref [NUMBER]

Persons are not required to respond to this collection of information unless this survey displays a currently valid OMB control number (OMB 0970-0545, expires 04/30/2026). Responding to this questionnaire, which seeks to help the U.S. Department of Health and Human Services understand how employment-focused programs are serving individuals, is voluntary. Public reporting burden for the described collection of information is estimated to average 50 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

Take Your Survey!

To complete the survey online, please:

1. Visit the survey website:
[SURVEY WEBSITE]
2. Enter the username and password listed below.

These are unique to you and should not be shared.

Username: **[USERNAME]**

Password: **[PASSWORD]**

3. Complete the survey!

When you complete the survey, we will mail you a **[\$50/\$55] gift card** to thank you for your participation. We hope you take the survey soon!

Toll-free helpline: **[TOLL-FREE NUMBER]**

Email: **[E-MAIL ADDRESS]**

C3. Email Notification: Emailed to participants who have not yet completed the survey three weeks after the start of data collection

Dear [PARTICIPANT NAME]:

Thank you for agreeing to take part in the Next Generation of Enhanced Employment Strategies Project!

When you joined the study [MONTHS] ago through [NEXTGEN PROGRAM], you agreed to take a survey. [In [MONTH], you took our first survey]. Our records show that you have not yet taken [this / the second] survey. [Even though you took the first survey, we would still like you to take the second survey/Even though you did not take the first survey, we would still like you take this second survey.]

Once you complete the 50 minute survey, we will mail you a **[\$50/\$55] gift card** to thank you for your participation. Your views and experiences are important to the success of the study. You cannot be replaced!

Please click the link below to take the survey as soon as possible:

[SURVEY WEBSITE]

This link is unique to you and should not be shared with anyone.

If you have any questions or would like to take the survey by phone, please call us toll-free at [TOLL-FREE NUMBER]. When you call, ask for [NAME], a survey worker at Mathematica. You can also send us an e-mail at [E-MAIL ADDRESS].

Thanks again for being a part of the study!

Sincerely,

Jessica De Santis
Survey Director
Mathematica

OMB 0970-0545 / Expiration Date: 04/30/2026

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C4. Email Reminder: Emailed to participants who have not yet completed the survey

Dear [PARTICIPANT NAME]:

The Next Generation of Enhanced Employment Strategies Project would like to thank you for being a valued member of our study. When you joined the study [MONTHS] ago at [NEXTGEN PROGRAM], we mentioned that there would be other surveys that we would ask you to complete. We would like to request your participation in one of those important surveys. Once you complete the survey, we will mail you a **[\$50/\$55] gift card** to thank you for your participation.

Please click the link below to take the 50 minute survey as soon as possible:

[SURVEY WEBSITE]

This link is unique to you and should not be shared with anyone.

Your views and experiences are important to the success of the study. We need to hear from you!

If you have any questions or would like to take the survey by phone, please call us toll-free at [TOLL-FREE NUMBER]. When you call, ask for [NAME], a survey worker at Mathematica. You can also send us an e-mail at [E-MAIL ADDRESS].

Thanks again for being a part of the study!

Sincerely,

Jessica De Santis
Survey Director
Mathematica

OMB 0970-0545 / Expiration Date: 04/30/2026

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C5. Last Chance Email Notification: Emailed to participants at the end of data collection

Dear [PARTICIPANT NAME]:

This is your last chance to get a **[\$50/\$55] gift card** for taking this important survey for the Next Generation of Enhanced Employment Strategies Project.

You cannot be replaced!

Please click the link below to take the 50 minute survey as soon as possible:

[SURVEY WEBSITE]

This link is unique to you and should not be shared with anyone.

This is your chance to tell us about your experiences with employment, housing and other important topics.

If you have any questions or would like to take the survey by phone, please call us toll-free at [TOLL-FREE NUMBER]. When you call, ask for [NAME], a survey worker at Mathematica. You can also send us an e-mail at [E-MAIL ADDRESS].

Thanks again for being a part of the study!

Sincerely,

Jessica De Santis
Survey Director
Mathematica

OMB 0970-0545 / Expiration Date: 04/30/2026

Persons are not required to respond to this collection of information unless this survey displays a currently valid OMB control number (OMB 0970-0545, expires 04/30/2026). Responding to this questionnaire, which seeks to help the U.S. Department of Health and Human Services understand how employment-focused programs are serving individuals, is voluntary. Public reporting burden for the described collection of information is estimated to average 50 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

C6. Text Message Notification: Text message sent to participants who have not yet completed the survey three weeks after the start of data collection

Hi, [PARTICIPANT NAME]! We're trying to reach you about a survey for the Next Generation of Enhanced Employment Strategies Project that you joined through [NEXTGEN PROGRAM]. You will receive a [\$50/\$55] GIFT CARD for taking the survey. Your answers are important! Click this link to take the survey as soon as possible: [SURVEY WEBSITE]

If you have any questions, please call us toll-free at [TOLL-FREE NUMBER] and ask for [NAME] or e-mail at [E-MAIL ADDRESS]. Thanks again for being a part of this study.

OMB 0970-0545 / Expiration Date: 04/30/2026

C7. Text Message Reminder: Text message sent to participants who have not yet completed the survey

Hi, [PARTICIPANT NAME]! We've contacted you before about an important survey for the Next Generation of Enhanced Employment Strategies Project and we'd still like to hear from you. Click this link to take the survey as soon as possible: [SURVEY WEBSITE]

Everyone who completes a survey receives a [\$50/\$55] GIFT CARD. Questions? Please call us toll-free at [TOLL-FREE NUMBER] and ask for [NAME] or e-mail at [E-MAIL ADDRESS]. Thanks again for being a part of this study.

OMB 0970-0545 / Expiration Date: 04/30/2026

C8. Last Chance Text Message Reminder: Text message sent to participants who have not yet completed the survey at the end of data collection

Hi, [PARTICIPANT NAME]! This is your last opportunity to receive a [\$50/\$55] GIFT CARD for taking the survey. The survey will be ending in a few days. To receive your [\$50/\$55] gift card, click this link to take the survey: [SURVEY WEBSITE]

The Next Generation of Enhanced Employment Strategies Project needs you to participate. You can't be replaced.

If you have any questions, please call us toll-free at [TOLL-FREE NUMBER] and ask for [NAME] or e-mail at [E-MAIL ADDRESS]. Thanks again for being a part of this study.

OMB 0970-0545 / Expiration Date: 04/30/2026

C9. Postcard Notification: Postcard mailed to participants who have not yet completed the survey three weeks after the start of data collection

Postcard Reminder for Participants

OMB 0970-0545 / Expiration Date: 04/30/2026

Dear [PARTICIPANT NAME]:

We're trying to reach you about an important survey! **You will receive a [\$50/\$55] gift card for taking the survey.**

To complete the survey, please call us at [TOLL-FREE NUMBER] and ask for [NAME], a survey worker at Mathematica. We can be reached seven days a week, during the day and evening. You can also e-mail us at [E-MAIL ADDRESS].

Sincerely,

Jessica De Santis, Survey Director



C10. Refusal Avoidance Letter: Mailed to respondents when they are refusing to take or are otherwise delaying taking the survey



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[TOLL FREE NUMBER]

Shawn Marsh
Survey Director

Dear [PARTICIPANT NAME]:

Date

We recently contacted you about the Next Generation of Enhanced Employment Strategies Project, a study you joined [MONTHS] ago through [NEXTGEN PROGRAM]. This is an important study, and we'd like to explain it to you in more detail.

- Researchers at Mathematica are conducting this study for the U.S. Department of Health and Human Services.
- The purpose of the study is to learn about how employment programs help people.
- We will mail you a **[\$50/\$55] gift card** when you complete the survey. You can use the card anywhere that accepts credit or debit cards.
- The survey will take about **50 minutes**. We will keep your answers private to the fullest extent under the law. We won't use your name or any other identifying information when we report the results of our study.
- Even if you are not taking part in [NEXTGEN PROGRAM] now or never did, you are an important part of this study. We want to know how you're doing so we can better understand how to improve programs like [NEXTGEN PROGRAM].
- [Even though you already took the first survey, we would still like you to take this second survey. Your answers are important.]/ [Even though you did not take the first survey, we would still like you take this second survey.]

This is your chance to make a difference. We cannot replace you! To take the survey, please call us toll-free at [TOLL-FREE NUMBER] and ask for [NAME], a survey worker at Mathematica. You can reach us seven days a week, during the day and evening.

If you have any questions, we'd be happy to answer them. Just give us a call at [TOLL-FREE NUMBER]. We look forward to hearing from you!

Sincerely,

Jessica De Santis
Survey Director

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Jessica De Santis
Survey Director

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[TOLL-FREE NUMBER]

Dear [PARTICIPANT NAME]:

Date

Thanks for joining the Next Generation of Enhanced Employment Strategies Project! When you joined this study [MONTHS] ago through [NEXTGEN PROGRAM], you agreed to take surveys about how you are doing.

You have a chance to take the [second] survey now. To thank you for your participation, we will mail you a **[\$50/\$55] gift card** after you take the survey.

- To take the 50 minute survey by phone, call us at [TOLL-FREE NUMBER]. When you call, please ask for [CONTACT NAME]. After you take the survey, we will mail you your **[\$50/\$55] gift card**.

This study is being done by researchers at Mathematica for the U.S. Department of Health and Human Services. By taking this survey, you are helping us learn how to improve services and programs. We cannot replace you!

If you have any questions about the study, we would be happy to answer them. Just call us toll-free at [TOLL-FREE NUMBER]. Thanks for agreeing to be part of the study. We look forward to hearing from you soon!

Sincerely,

Jessica De Santis
Survey Director

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C12. Thank You Letter / Email: sent to all survey respondents after completing the survey



Jessica De Santis
Survey Director

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[TOLL-FREE NUMBER]

Dear [PARTICIPANT NAME]:

Date

Thank you so much for recently completing a survey with Mathematica for the Next Generation of Enhanced Employment Strategies Project. We appreciate you sharing your experience.

Please accept this [\$50/\$55] gift card as a thank you for completing the survey. [IF REQUIRED: The gift card is valid for [FILL MONTHS] months.]

If you have questions about the gift card or your participation in this study, please call us toll-free at [TOLL-FREE NUMBER] and ask for [NAME], a survey worker at Mathematica. [IF REQUIRED: If you have moved recently or will move recently or have a new phone number, please give us a call and share this information so we can reach you in the future.] Thank you again for your participation.

Sincerely,

Jessica De Santis
Survey Director

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Next Generation of Enhanced Employment Strategies Project

Study Participation Flyer

Thank you for agreeing to participate in the Next Generation of Enhanced Employment Strategies Project! Here's what you can look forward to as a study participant:

COMPLETE TWO UPCOMING SURVEYS (ONLINE OR BY PHONE)

- Regardless of which group the computer assigned you to when you visited [NEXTGEN PROGRAM], study researchers from Mathematica will contact you in about **[FOLLOW-UP 1 TIME PERIOD]** and **[FOLLOW-UP 2 TIME PERIOD]** to complete surveys online or by phone.
- The surveys should each take about 50 minutes. You will receive a **[\$50/\$55] gift card** after completing each survey.
- Responding to the surveys is voluntary, but your participation is important!

PARTICIPATE IN AN IN-PERSON INTERVIEW IF SELECTED

- You may be asked to participate in an in-person interview about your experiences with the program and employment more generally.
- It will take about two hours.
- You will receive a \$60 gift card after completing this interview.
- Participating in the interview is voluntary.

LET US KNOW IF YOU MOVE OR CHANGE YOUR CONTACT INFORMATION

- If you move or change your mailing address, telephone numbers, or email address, the study researchers may have trouble reaching you.
- If your contact information changes, please give the study team a call at **[TOLL FREE NUMBER]**.

YOUR PRIVACY WILL BE PROTECTED

- **Your name will never be publicly reported.**
- No information will be reported in any way that could be used to identify you.
- We will protect your answers and privacy to the fullest extent under the law. To help us protect your privacy, we have a Certificate of Confidentiality from the National Institutes of Health.

You can learn more about the study and Mathematica by visiting Mathematica's website at **[LINK TO STUDY PAGE]**.

OMB No.: 0970-0545

Expiration Date: 04/30/2026