

APPENDIX A.
12-month post-TANF-exit survey notifications

- A1. INVITATION LETTER
- A2. INVITATION EMAIL
- A3. INVITATION TEXT
- A4. REMINDER EMAIL
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A1. Invitation Letter: Letter from Mathematica mailed to sample members at the start of 12-month post-TANF-exit survey data collection



STUDY/PROJECT/PILOT LOGO
PLACEHOLDER

1100 First Street, NE, 12th Floor
Washington, DC 20002-4221
Telephone: (202) 484-9220
Fax: (609) 228-4958
www.mathematica.org
833-678-3825

[DATE]

Dear [SAMPLE MEMBER NAME]:

You may remember that [a few months ago/about a year ago] you completed a study information form for the TANF Pilot Evaluation, thank you! We are now writing to ask for your participation in a survey for the TANF Pilot Evaluation. The evaluation will help us learn about how Temporary Assistance for Needy Families (TANF) programs can serve people better. An independent research organization called Mathematica and its partners, The Adjacent Possible and the American Public Human Services Association, are conducting this study on behalf of the Administration for Children and Families at the U.S. Department of Health and Human Services. [STATE TANF PROGRAM] is part of this study.

As part of the study, we are asking you to complete a 45-minute survey. By completing the survey, you will help program staff and policymakers better understand how to improve programs like [STATE TANF PROGRAM]. Even if you are not taking part in [STATE TANF PROGRAM] now, you are an important part of this study. When you complete the survey, we will email you a **\$75 gift card** to thank you for your participation.

The survey will ask about your jobs, education and training, family characteristics, and health. 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 learn how to complete the survey online, please scan the QR code below or see the insert included with this letter. The survey is meant for only you to complete, so please keep this information somewhere safe.

QR code to
sample
member's
unique survey
link

If you have any questions, please call us toll-free at 833-678-3825. You can also send us an email at TANFPilotEval@mathematica-mpr.com.

Thank you in advance for your time. We look forward to hearing from you soon!

Sincerely,

Jennifer Herard-Tsiagbey
Survey Director

Enclosure Ref [NUMBER]

PAPERWORK REDUCTION ACT OF 1995 (Public Law 104-13) STATEMENT OF PUBLIC BURDEN: Through this information collection, ACF is gathering information to learn more about measuring program performance in TANF programs. Public reporting burden for this collection of information is estimated to average 45 minutes per respondent, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. This is a voluntary collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information subject to the requirements of the Paperwork Reduction Act of 1995, unless it displays a currently valid OMB control number. The

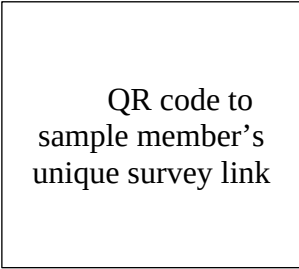
OMB # is 0970-0XXX and the expiration date is XX/XX/XXXX. If you have any comments on this collection of information, please contact Quinn Moore at QMoore@mathematica-mpr.com.

Survey Opportunity

To complete the survey online, follow either option below:

Option 1 – Scan the QR code

1. Scan the QR code below to go to your unique survey link:



QR code to
sample member's
unique survey link

2. Complete the survey!

OR Option 2 – Visit the survey website and use login credentials

1. Type the survey URL into a web browser:
[GENERIC SURVEY WEBSITE LINK]
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 email you a **\$75 gift card** to thank you for your participation. We hope to get your completed survey soon!

If you have any questions about the survey or about responding online, please contact the TANF Pilot Evaluation team:

Toll-free helpline: 833-678-3825

Email: TANFPilotEval@mathematica-mpr.com

A2. Invitation Email: Email from Mathematica sent to sample members at the start of 12-month post-TANF-exit survey data collection

From: FRA TANF Pilot Evaluation, TANFPilotEval@mathematica-mpr.com

Subject: Invitation to participate in TANF Pilot Evaluation

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Dear [SAMPLE MEMBER NAME]:

You may remember that [a few months ago/about a year ago] you completed a study information form for the TANF Pilot Evaluation, thank you! We are now reaching out to ask for your participation in a survey for the TANF Pilot Evaluation. The evaluation will help us learn about how Temporary Assistance for Needy Families (TANF) programs can serve people better. An independent research organization called Mathematica and its partners, The Adjacent Possible and the American Public Human Services Association, are conducting this study on behalf of the Administration for Children and Families at the U.S. Department of Health and Human Services. [STATE TANF PROGRAM] is part of this study.

As an important part of the study, we are asking you to complete a 45-minute survey. When you complete the survey, we will email you a \$75 gift card to thank you for your participation.

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

[RESPONDENT'S UNIQUE SURVEY LINK]

The survey asks about your jobs, education and training, family characteristics, and health. By completing the survey, you will help program staff and policymakers better understand how to improve programs like [STATE TANF PROGRAM]. Even if you are not taking part in [STATE TANF PROGRAM] now, 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 [STATE TANF PROGRAM].

Your feedback is critical to the success of this study. Only you can tell us what your experience with [STATE TANF PROGRAM] has been like. No one can replace you in the study!

The survey is meant for only you to complete. The survey link above is unique to you and should not be shared with anyone.

If you have any questions, please call us toll-free at 833-678-3825. You can also send us an email at TANFPilotEval@mathematica-mpr.com.

Thank you in advance for your time. We look forward to hearing from you soon!

Sincerely,

Jennifer Herard-Tsiagbey
Survey Director
Mathematica

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person is not required to respond to, a collection of information subject to the requirements of the Paperwork Reduction Act of 1995, unless it displays a currently valid OMB control number. The OMB # is 0970-0XXX and the expiration date is XX/XX/XXXX. If you have any comments on this collection of information, please contact Quinn Moore at QMoore@mathematica-mpr.com.

A3. Invitation Text: Text message from Mathematica sent to participants at the start of 12-month post-TANF-exit survey data collection

Hi, [SAMPLE MEMBER NAME]! We're reaching out about an important survey for the TANF Pilot Evaluation that [STATE TANF PROGRAM] is participating in. The survey asks about your jobs, education and training, family characteristics, and health. You will receive a \$75 GIFT CARD for completing the survey. Your answers are important to the study's success! Follow this link to take the survey as soon as possible: [RESPONDENT'S UNIQUE SURVEY LINK]

If you have any questions, please call us toll-free at 833-678-3825 or email us at TANFPilotEval@mathematica-mpr.com. Thanks in advance for your time!

OMB # / Expiration Date: xx/xx/20xx

A4. Reminder Email: Email from Mathematica sent to sample members who have not yet completed the 12-month post-TANF-exit survey two weeks after the start of data collection

From: FRA TANF Pilot Evaluation, TANFPilotEval@mathematica-mpr.com

Subject: Complete your TANF Pilot Evaluation survey today and receive \$75!

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Dear [SAMPLE MEMBER NAME]:

We are writing you again to ask you to take part in the TANF Pilot Evaluation. The TANF Pilot Evaluation is looking at new ways that Temporary Assistance for Needy Families (TANF) programs can serve people better. Mathematica is conducting this study with people who were involved with [STATE TANF PROGRAM].

We are asking you to complete a 45-minute survey. Once you complete the survey, we will email you a **\$75 gift card** to thank you for your participation.

Complete the survey online at:

[RESPONDENT'S UNIQUE SURVEY LINK]

Your feedback is critical to the success of this study. Only you can tell us what your experience with [STATE TANF PROGRAM] has been like. Even if you are not taking part in [STATE TANF PROGRAM] now, 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 [STATE TANF PROGRAM]. No one can replace you in the study!

Here are some things we'd like you to know about the study:

- Protecting the privacy of people's answers is very important to us. We will not share your survey responses with anyone outside of the study team.
- We will never use your name or any information that identifies you when we report on the study.
- Your name, address, telephone number, and email address will only be used to contact you to participate in this study and for no other purpose.
- The survey is voluntary, and you can skip any questions that you do not want to answer.

If you have any questions, please call us toll-free at 833-678-3825. You can also send us an email at TANFPilotEval@mathematica-mpr.com.

Thank you in advance for your time. We look forward to hearing from you soon!

Sincerely,

Jennifer Herard-Tsiagbey
Survey Director
Mathematica

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A5. Reminder Text: Text message from Mathematica sent to sample members who have not yet completed the 12-month post-TANF-exit survey two weeks after the start of data collection

Hi, [SAMPLE MEMBER NAME]! We're trying to reach you about an important survey for the TANF Pilot Evaluation that [STATE TANF PROGRAM] is participating in. The survey asks about your jobs, education and training, family characteristics, and health. You will receive a \$75 GIFT CARD for completing the survey. Your answers are important to the study's success! Follow this link to take the survey as soon as possible: [RESPONDENT'S UNIQUE SURVEY LINK]

If you have any questions, please call us toll-free at 833-678-3825 or email us at TANFPilotEval@mathematica-mpr.com. Thanks in advance for your time!

OMB # / Expiration Date: xx/xx/20xx

A7. Refusal letter

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Mathematica
Progress Together

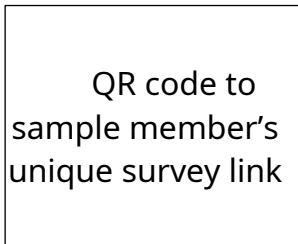
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833-678-3825

Dear [SAMPLE MEMBER NAME]:

[DATE]

We are writing you again to ask you to take part in the TANF Pilot Evaluation. The TANF Pilot Evaluation is looking at new ways that Temporary Assistance for Needy Families (TANF) programs can serve people better. Mathematica is conducting this study with people who were involved with [STATE TANF PROGRAM].

We are asking you to complete a 45-minute survey now. Once you complete the survey, we will email you a **\$75 gift card** to thank you for your participation. **To complete the survey online, you can scan the QR code below OR you can type the web address into a web browser.** You will then be asked to enter the username and password below to access the survey.



Complete the survey online at:

[SURVEY WEBSITE]

OR

Your unique username and password are:

Username: [USERNAME]

Password: [PASSWORD]

Your feedback is critical to the success of this study. Only you can tell us what your experience with [STATE TANF PROGRAM] has been like. No one can replace you in the study!

Protecting the privacy of people's answers is very important to us. We will not share your survey responses with anyone outside of the study team. We will never use your name or any information that identifies you when we report on the study. Your name, address, telephone number, and email address will only be used to contact you to participate in this study and for no other purpose. The survey is voluntary, and you can skip any questions that you do not want to answer.

If you have any questions, please call us toll-free at 833-678-3825. You can also send us an email at TANFPilotEval@mathematica-mpr.com.

Thank you in advance for your time. We look forward to hearing from you soon!

Sincerely,

Jennifer Herard-Tsiagbey
Survey Director

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Dear [SAMPLE MEMBER NAME]:

[DATE]

We recently contacted you about the TANF Pilot Evaluation survey, which is part of a study [STATE TANF PROGRAM] is participating in. This is an important study, and we want to share a few details with you.

- 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 email you a **\$75 gift card** when you complete the survey. You can use the card anywhere that accepts credit or debit cards.
- The survey will take about **45 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 [STATE TANF PROGRAM] now, 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 [STATE TANF PROGRAM].

This is your chance to make a difference. We cannot replace you! To take the survey, please call us toll-free at 833-678-3825 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 833-678-3825. We look forward to hearing from you!

Sincerely,

Jennifer Herard-Tsiagbey
Survey Director

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Dear [SAMPLE MEMBER NAME]:

[DATE]

You may remember that [a few months ago/about a year ago] you completed a study information form for the TANF Pilot Evaluation, thank you!

You have a chance to take a survey for the TANF Pilot Evaluation now. To thank you for your participation, we will email you a **\$75 gift card** after you take the survey.

- To take the survey by **phone**, call us at 833-678-3825. When you call, please ask for [CONTACT NAME]. After you take the survey, we will email you a **\$75 gift card**.
- To take the survey **online**, please see the insert included with this letter. After you take the survey, we will email you a **\$75 gift card**.
- Because this survey is so important, we will also have **someone in your area soon who will stop by and help you complete the survey** if you are not able to complete it by phone or email. After you take the survey, we will email you a **\$75 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 833-678-3825. Thanks for agreeing to be part of the study. We look forward to hearing from you soon!

Sincerely,

Jennifer Herard-Tsiagbey
Survey Director

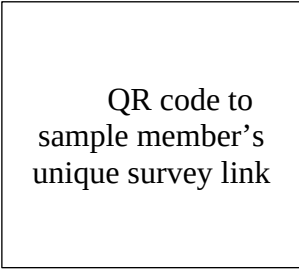
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Survey Opportunity

To complete the survey online, follow either option below:

Option 1 – Scan the QR code

1. Scan the QR code below to go to your unique survey link:



QR code to
sample member's
unique survey link

2. Complete the survey!

OR Option 2 – Visit the survey website and use login credentials

1. Type the survey URL into a web browser:
[GENERIC SURVEY WEBSITE LINK]
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 email you a **\$75 gift card** to thank you for your participation. We hope to get your completed survey soon!

If you have any questions about the survey or about responding online, please contact the TANF Pilot Evaluation team:

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Email: TANFPilotEval@mathematica-mpr.com