

APPENDIX C.

Notifications for leadership, staff, and time use surveys

C1. STATE ADVANCE EMAIL

C2. LEADERSHIP SURVEY INVITATION EMAIL

C3. LEADERSHIP SURVEY REMINDER EMAIL

C4. STAFF SURVEY AND TIME USE SURVEY INVITATION EMAIL

C5. STAFF SURVEY AND TIME USE SURVEY REMINDER EMAIL

C1. Leadership Survey, Staff Survey, and Time Use Survey advance email

From: State TANF program leaders

Subject: Support the TANF Pilot Evaluation by taking a short survey



[DATE]

Dear [SAMPLE MEMBER NAME]:

Our state is among five states that were selected by the U.S. Department of Health and Human Services (HHS) to participate in a pilot to try something different in TANF programs, as authorized by the Fiscal Responsibility Act of 2023 (FRA). An independent research organization called Mathematica, and its partners The Adjacent Possible and the American Public Human Services Association, are conducting the TANF Pilot Evaluation to understand and learn from these pilots under contract with the Administration for Children and Families at HHS.

Soon you will receive an email from Mathematica inviting you to complete a brief survey about your experiences with [TANF PROGRAM/PILOT NAME]. The information you provide on this survey will help us understand what is working well with [TANF PROGRAM/PILOT NAME] and where improvements might be made. Your perspective will provide information to help strengthen TANF programs in our state and across the country.

In the upcoming invitation email, you will receive a unique link to complete the online survey. **We strongly encourage you to complete the survey within one week of receiving the email invitation.**

Your participation in the survey is completely voluntary and you may choose to skip any questions that you do not want to answer. Your individual responses will be kept private and will only be used for research purposes and not shared with anyone outside the evaluation team. Your State TANF office leader will not have access to your responses.

If you have any questions about the upcoming survey, please contact the survey director at Mathematica, Jennifer Herard-Tsiagbey, by email at TANFPilotEval@mathematica-mpr.com. Thank you in advance for your participation.

Sincerely,

[STATE TANF OFFICE LEADER]

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 [20 minutes per respondent for responding to the leadership survey/10 minutes per respondent for responding to the time use survey/30 minutes per respondent for responding to the staff survey and time use survey], 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.

C2. Leadership Survey Invitation Email: Email from Mathematica sent to each state's TANF program leadership personnel at the start of data collection

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

Subject: Your TANF Pilot Evaluation survey is now available to complete!

STUDY/PROJECT/PILOT LOGO
PLACEHOLDER



Dear [SAMPLE MEMBER NAME]:

As you may know, [STATE TANF PROGRAM] is participating in the TANF Pilot Evaluation, as authorized by the Fiscal Responsibility Act of 2023 (FRA). Mathematica and its partners, The Adjacent Possible and the American Public Human Services Association, are conducting this evaluation under contract with the Administration for Children and Families at the U.S. Department of Health and Human Services. The TANF Pilot Evaluation will help policymakers, program administrators, and researchers learn more about measuring program performance in TANF programs.

We are inviting you to participate in a short survey about your experiences with [TANF PROGRAM/PILOT NAME]. Your answers will help us understand how the pilot is working in your state from people, like you, who bring it to life every day. Your insights will help us understand what's working well and where improvements might be made. Your perspective will provide information to help strengthen TANF programs in your state and across the country.

The survey takes about 20 minutes to complete, though the time to complete this survey will vary by person. Your participation in the survey is completely voluntary and you may choose to skip any questions that you do not want to answer. You can pause the survey at any time, and your responses will be automatically saved so you can return later using the same link. Your individual responses will be kept private and will only be used for research purposes and not shared with anyone outside the evaluation team.

Please click the link below to take the survey as soon as possible. We ask that you **please complete the survey within one week.**

[RESPONDENT'S UNIQUE SURVEY LINK]

The survey is meant for only you to complete. This link 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 and input.

Sincerely,

Jennifer Herard-Tsiagbey
Survey Director
Mathematica

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 20 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.

C3. Leadership Survey Reminder Email: Email from Mathematica sent to each state's TANF program leadership personnel who have not yet completed the survey one week after the start of data collection

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

Subject: REMINDER: Your TANF Pilot Evaluation survey is available to complete!

STUDY/PROJECT/PILOT LOGO
PLACEHOLDER



Mathematica
Progress Together

Dear [SAMPLE MEMBER NAME]:

We are writing you again to invite you to share your experiences with [TANF PROGRAM/PILOT NAME] by completing a short survey. Hearing directly from those implementing the pilot is vital to understanding what's working well and where improvements might be made.

We are asking you to complete a short, 20-minute survey now. **Please complete the survey online as soon as possible using the following link:**

[RESPONDENT'S UNIQUE SURVEY LINK]

Your feedback is critical to the success of this study. Only you can tell us what your experience with [TANF PROGRAM/PILOT NAME] has been like.

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

- Protecting the privacy of people's answers is very important to us. We will not share your survey responses with anyone outside of the research team.
- We will never use your name or any information that identifies you when we report on the study.
- The survey is voluntary, and you can skip any questions that you do not want to answer.
- You can pause the survey at any time, and your responses will be automatically saved so you can return later using the same 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 and input. We look forward to hearing from you soon!

Sincerely,

Jennifer Herard-Tsiagbey
Survey Director
Mathematica

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 20 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.

C4. Staff Survey and Time Use Survey Invitation Email: Email from Mathematica sent to each state's TANF program staff at the start of data collection

Instructions for sender: The bracketed text “[, as well as your experiences with and perceptions of…]” should be included when the staff survey is administered with the time use survey. For the “[10//30]” bracketed text, “30” is used when the staff survey is administered with the time use survey, otherwise “10” is used.

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

Subject: Your TANF Pilot Evaluation survey is now available to complete!

STUDY/PROJECT/PILOT LOGO
PLACEHOLDER



Dear [SAMPLE MEMBER NAME]:

As you may know, [STATE TANF PROGRAM] is participating in the TANF Pilot Evaluation as authorized by the Fiscal Responsibility Act of 2023 (FRA). Mathematica and its partners, The Adjacent Possible and the American Public Human Services Association, are conducting this evaluation under contract with the Administration for Children and Families at the U.S. Department of Health and Human Services. The TANF Pilot Evaluation will help policymakers, program administrators, and researchers learn more about measuring program performance in TANF programs.

We are inviting you to participate in a short survey about how you spend your time in [TANF PROGRAM/PILOT NAME] [, as well as your experiences with and perceptions of [TANF PROGRAM/PILOT NAME]]. Your answers will help us understand how the pilot is working in your state from people, like you, who bring it to life every day. Your insights will help us understand what's working well and where improvements might be made. Your perspective will provide information to help strengthen TANF programs in your state and across the country.

The survey asks about how you spend your time in [TANF PROGRAM/PILOT NAME]. When completing the survey, think about a “typical” week in the past month. If this week feels typical, use this week. If not, use another recent week that feels more typical. If you're not sure about an answer, give your best estimate.

The survey takes about [10//30] minutes to complete, though the time to complete this survey will vary by person. Your participation in the survey is completely voluntary and you may choose to skip any questions that you do not want to answer. You can pause the survey at any time, and your responses will be automatically saved so you can return later using the same link. Your individual responses will be kept private and will only be used for research purposes and not shared with anyone outside the evaluation team.

Please click the link below to take the survey as soon as possible. We ask that you **please complete the survey within one week.**

[RESPONDENT'S UNIQUE SURVEY LINK]

The survey is meant for only you to complete. This link 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 and input.

Sincerely,

Jennifer Herard-Tsiagbey

C4. Staff Survey and Time Use Survey advance email

Survey Director

Mathematica

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 [10 minutes per respondent for responding to the time use survey/30 minutes per respondent for responding to the staff survey and time use survey], 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.

C5. Staff Survey and Time Use Survey Reminder Email: Email from Mathematica sent to each state's TANF program staff who have not yet completed the survey one week after the start of data collection

Instructions for sender: The bracketed text "[, as well as your experiences with and perceptions of...]" should be included when the staff survey is administered with the time use survey. For the "[10//30]" bracketed text, "30" is used when the staff survey is administered with the time use survey, otherwise "10" is used.

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

Subject: REMINDER: Your TANF Pilot Evaluation survey is available to complete!

STUDY/PROJECT/PILOT LOGO
PLACEHOLDER



Dear [SAMPLE MEMBER NAME]:

We are writing you again to invite you to share how you spend your time in [TANF PROGRAM/PILOT NAME] [, as well as your experiences with and perceptions of [TANF PROGRAM/PILOT NAME]]. Hearing directly from those working in TANF programs is vital to understanding what's working well and where improvements might be made.

We are asking you to complete a short, [10//30]-minute survey now. **Please complete the survey online as soon as possible using the following link:**

[RESPONDENT'S UNIQUE SURVEY LINK]

Your feedback is critical to the success of this study. Only you can tell us what your experience with [TANF PROGRAM/PILOT NAME] has been like.

Here are some things we'd like you to keep in mind about the survey:

- When completing the survey, think about a "typical" week in the past month. If this week feels typical, use this week. If not, use another recent week that feels more typical. If you're not sure about an answer, give your best estimate.
- Protecting the privacy of people's answers is very important to us. We will not share your survey responses with anyone outside of the research team.
- We will never use your name or any information that identifies you when we report on the study.
- The survey is voluntary, and you can skip any questions that you do not want to answer.
- You can pause the survey at any time, and your responses will be automatically saved so you can return later using the same 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 and input. We look forward to hearing from you soon!

Sincerely,

Jennifer Herard-Tsiagbey
Survey Director
Mathematica

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 [10] minutes per respondent for responding to the time use survey/30 minutes per respondent for responding to the staff survey and time use survey), 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

C4. Staff Survey and Time Use Survey advance email

any comments on this collection of information, please contact Quinn Moore at QMoore@mathematica-mpr.com.