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Lead Letters

Caregiver Lead Letter

[CAREGIVER NAME]

[Date]

[Address]

[Address #2]

[City, State, Zip]

Dear [CAREGIVER FIRST NAME],

We are inviting you to join the **National and State Survey of Child and Adolescent Well-Being (NSSCAW)**. This is a one-of-a-kind study for families who have been involved with child welfare services. By sharing your experiences, you can help agencies across the country do a better job supporting families just like yours.

What's It All About

NSSCAW is part of a national program that collects information about health and well-being directly from families and children. It is sponsored by the Administration for Children and Families and run by RTI International.

Your Voice Is Important

Real-life experiences matter—yours *and* [CHILD'S NAME]'s. The things we learn from you will help us understand what's working well and what needs to improve. This can make programs and services better for everyone in the future.

How It Works

You'll take a survey about your experiences with child welfare services. Topics will range from services that you received to information about your health and your child's health. You will be able to choose where and how you participate. You can meet with an interviewer in person or take the survey online.

*Help us build a better
future for children and
families by sharing your
unique perspective.*

As their caregiver, you will need to give permission for your child to take part:

- Children under age 6: You will answer questions for your child.
- Ages 6 to 10: We will ask them about school, family, and friends.
- Ages 11 to 17: We will ask about school, health, social media, and relationships.

You will receive \$75 as a thank you. Participating children will also receive a gift card worth \$20 to \$50, depending on their age.

What's Next?

In the next few days, an interviewer named [INTERVIEWER NAME] will reach out to give you more information. You can also look at the enclosed brochure to learn more.

We truly hope you choose to add your voice to this study. Your experience matters, and your input can make a difference!

Thank you for your support,

The NSSCAW Team

Questions?

Call: XXX-XXX-XXXX | E-mail: XXXX@xxxxxx.xxx | [Website URL]

Version 1C | 1

C-1

[NAME AND TITLE OF AGENCY OFFICIAL]
Administration for Children and Families

Melissa Dolan,
Project Director, RTI International

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

OMB Control # 0970.-0202.
Expiration Date: XX/XX/XXXX

Questions?

Call: XXX-XXX-XXXX | E-mail: XXXX@xxxxxx.xxx | [Website URL]

Version 1F | 2

C-2

Legal Guardian Lead Letter

[LEGAL GUARDIAN NAME]

[Date]

[Address]

[Address #2]

[City, State, Zip]

Dear [LEGAL GUARDIAN FIRST NAME],

We have selected [CHILD NAME] to take part in the **National and State Survey of Child and Adolescent Well-Being (NSSCAW)**. This is a one-of-a-kind study for families who have been involved with child welfare services. Understanding a child's experiences can help agencies across the country do a better job supporting families in need.

What's It All About

NSSCAW is a part of a national program that collects information about health and well-being directly from families and children. It is sponsored by the Administration for Children and Families and run by RTI International.

A Child's Input Is Important

Real-life experiences matter. The things we learn from the child will help us understand what's working well and what needs to improve. This can make child welfare programs and services better for everyone in the future.

How It Works

We'll ask your permission for [CHILD FIRST NAME] to take a survey as part of the study. We will also ask their caregiver to complete a survey. Children can take the survey in person or online.

Caregivers will answer questions for children under the age of 6 years. For older children, topics include the following:

- Ages 6 to 10: We will ask them about school, family, and friends.
- Ages 11 to 17: We will ask about school, health, social media, and relationships.

*Help us build a better
future for families
relying on child
welfare services.*

As a thank you, children will receive a gift card worth \$20 to \$50, depending on their age.

What's Next?

In the next few days, an interviewer named [INTERVIEWER NAME] will reach out to give you more information and request permission to include [CHILD FIRST NAME] in the study. You can also look at the enclosed brochure to learn more.

We truly hope you'll choose to allow the child to take part in this study. Their experience matters, and their input can make a difference!

Thank you for your support,

The NSSCAW Team

[NAME AND TITLE OF AGENCY OFFICIAL]
Administration for Children and Families

Melissa Dolan,
Project Director, RTI International

Questions?

Call: XXX-XXX-XXXX | E-mail: XXXX@xxxxxx.xxx | [Website URL]

Version 1F | 3

C-3

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

OMB Control # 0970-0202.
Expiration Date: XX/XX/XXXX

Questions?

Call: XXX-XXX-XXXX | E-mail: XXXX@xxxxxx.xxx | [Website URL]

Version 1F | 4

C-4

Former Caregiver Lead Letter

[FORMER CAREGIVER NAME]

[Date]

[Address]

[Address #2]

[City, State, Zip]

Dear [FORMER CAREGIVER FIRST NAME],

We are inviting you to join the **National and State Survey of Child and Adolescent Well-Being (NSSCAW)**. This is a one-of-a-kind study for families who have been involved with child welfare services. By sharing your experiences, you can help agencies across the country do a better job supporting families in need.

What's It All About

NSSCAW is part of a national program that collects information about health and well-being directly from families and children. It is sponsored by the Administration for Children and Families and run by RTI International.

Your Voice Is Important

Real-life experiences matter. The things we learn from you will help us understand what's working well and what needs to improve. This can make programs and services better for everyone in the future.

How It Works

You'll take a survey about your experiences with child welfare services. We'll ask about your life experiences, how you are feeling and any services or support you received.

*Help us build a better
future for children and
families by sharing
your unique*

We understand your time is valuable. You'll be able to choose where and how you participate. You can meet with an interviewer in person or take the survey online.

You will receive \$75 as a thank you.

What's Next?

In the next few days, an interviewer named [INTERVIEWER NAME] will reach out to give you more information. You can also look at the enclosed brochure to learn more.

We truly hope you choose to add your voice to this study. Your experience matters, and your input can make a difference!

Thank you for your support,

The NSSCAW Team

[NAME AND TITLE OF AGENCY OFFICIAL]
Administration for Children and Families

Melissa Dolan,
Project Director, RTI International

Questions?

Call: XXX-XXX-XXXX | E-mail: XXXX@xxxxxx.xxx | [Website URL]

Version 1N | 5

C-5

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

OMB Control # 0970.-0202.
Expiration Date: XX/XX/XXXX

Questions?

Call: XXX-XXX-XXXX | E-mail: XXXX@xxxxxx.xxx | [Website URL]

Version 1F | 6

C-6

Brochures

Caregiver Brochure

Side 1

[NSSCAW Logo] Your Voice Matters <i>Help us build a better future for families in the child welfare system in your state and the country.</i> NSSCAW is a one-of-a-kind study for families who have been involved with child welfare services. We are talking with 6,000 families across the country. Because your child was chosen for the study, we are inviting you to take part in a study survey.	What's the survey about? We want to learn about you and your child's experiences with the child welfare system. We ask about your child's development, behavior, social skills, and health. We'll also ask about the services you have received, your surroundings, and your support network.	What would I be asked to do? • Take the survey: Meet with an interviewer for about an hour to take the survey or complete it online at your own pace. You can skip any questions you don't want to answer. • Share additional information: Allow us to combine records from programs or services your family may have received with your survey answers. This will give a fuller picture of your and your child's experiences.	How will my child be involved? With permission from a parent or legal guardian, your child can take part. If your child is younger than age 6, you would complete the survey for them. Children between the ages of 6 to 17 can take the survey in person or online. All questions are age appropriate. We will give children ages 6 to 17 a gift card as thanks for taking part in the survey.
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Side 2

Is our information private? • Yes. Every study team member signs a pledge to never share your information outside the study. • We never link your name to your answers. We only report numbers, like percentages and averages.	Is this up to me? The decision to take part in NSSCAW is all yours. You can say no now or opt out later. There is no problem if you change your mind.	Who is running the study? NSSCAW is sponsored by the Administration for Children and Families and run by RTI International. RTI is not part of any child welfare or government agency.	You can make a difference! <i>We hope you choose to join the NSSCAW study. Your experience matters more than you know.</i> Learn More
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	If you do take part, we'll give you \$75 as a thank you.		Visit us at [INSERT WEBSITE] or scan the QR code for more information. <i>OMB #: 0970-0202</i> <i>Exp: XX/XX/XXXX</i>
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Legal Guardian Brochure

Side 1

[NSSCAW Logo] About the Study NSSCAW is a one-of-a-kind study for families who have been involved with child welfare services. As part of the study, we are carrying out a survey that will help us learn how to improve programs and services for families in your state and across the country. <i>A child under your guardianship has been selected to take part.</i>	How was the child chosen? We are surveying 6,000 families across the country. The child was selected from a random sample of children who had contact with the child welfare system in the past 12 months. With your permission, we want to ask the child to take part in the survey.	What's the survey about? The survey asks about things like daily activities, school, social media, and relationships with family and friends. Children can complete the survey in person or online. The survey will take 25–45 minutes to complete, depending on the child's age group. All questions are age appropriate. Children can skip any question they do not want to answer.	What would I be asked to do? • Give permission for the child to take part in the NSSCAW study. • Give us permission to combine records from programs or services the child may have received with their survey responses. This will give a fuller picture of the child's experience.
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Side 2

What about privacy? • All study team members sign a pledge to not reveal any information to people outside the study. • Names are not connected to responses. Instead, we will combine everyone's answers and share findings using things like percentages and averages.	Is this up to me? The decision is completely yours. If you say yes, we will ask the child if they want to take part. The final choice is up to them. We'll give the child a gift card as thanks for taking part in the survey.	Who is doing the study? NSSCAW is sponsored by the Administration for Children and Families and run by RTI International. RTI is not part of any child welfare or government agency.	This can make a difference! <i>We hope you will allow the child to add their voice to the study. Their experience matters!</i> Learn More Visit us at [INSERT WEBSITE] or scan the QR code for more information. OMB #: 0970-0202
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			<i>Exp: XX/XX/XXXX</i>
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Former Caregiver Brochure

Side 1

[NSSCAW Logo] Your Voice Matters <i>Share your experiences to help us build a better future for families in the child welfare system.</i> NSSCAW is a one-of-a-kind study for families who have been involved with child welfare services. We are inviting you to take part in a survey that will help us learn how to improve programs and services for families in your state and across the country.	What's the survey about? We ask about your child's development, behavior, and health. We'll also ask about the services you have received and your support network. People with real-life experience helped us create these questions, so they focus on what matters most.	What would I be asked to do? • Take the survey: Meet with an interviewer for about an hour to take the survey or complete it online at your own pace. You can skip any questions you don't want to answer. • Share additional information: Permit us to combine records from programs or services you may have received with your survey answers. This will give a fuller picture of your experiences.	Is my information private? Yes. Every study team member signs a pledge to never share your information outside the study. We never link your name to your answers. We only report numbers, like percentages and averages.
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Side 2

How was I chosen? We are talking with 6,000 families across the country. We selected a random group of children who had contact with child welfare services in the past 12 months. Based on this group, we are inviting parents and caregivers to	Is this up to me? The decision to take part in NSSCAW is completely yours. You can say no now or opt out later. There is no problem if you change your mind. If you do take part, we'll give you \$75 as a thank you.	Who is running the study? NSSCAW is sponsored by the Administration for Children and Families and run by RTI International. RTI is not part of any child welfare or government agency.	You can make a difference! <i>We hope you choose to join the NSSCAW study. Your experience matters more than you know.</i> Learn More Visit us at [INSERT WEBSITE] or scan the QR code for more information. OMB #: 0970-0202
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take part, too.			<i>Exp: XX/XX/XXXX</i>
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Youth Brochure

Side 1

[NSSCAW Logo] Your Voice Matters <i>Thousands of kids have experience with the child welfare system. Will you tell us about yours?</i> NSSCAW is a one-of-a-kind study about kids and families all across the country who've been involved with child welfare services. We're inviting you to join the study.	What's it all about? Part of NSSCAW is a survey. It helps us figure out how to make programs and services better. We'll use the survey to ask you about lots of different things: • Home and school • Friends and family • Things you like to do • How you feel We'll also ask about tougher stuff, like bullying, social media, dating, and drugs. You can answer these on your own—no one will see what you say. Don't want to answer a question? No problem, just skip it.	What would I have to do? It's pretty easy. If you want to join, we'll make sure your parent or guardian says it's okay first. Then, we'll set up a good time and place for you to take the survey. There are two ways to do it: • We can meet at your home or another spot where you feel comfortable. • You can take the survey online, on your own. The whole thing will take about 45 minutes from start to finish.	Why did you pick me? There are so many people around the country we could talk to, but that would take a lot of time. Instead, we picked 6,000 families at random who have had contact with the child welfare system. You are part of a group of kids and teens we'd like to talk with.
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Side 2

Are my answers private? Definitely! • Our whole team has signed a Privacy Pledge. • We never include your name. Instead, we combine your	Why should I take part? Your answers can help us learn how to make things better for other kids and families in the system. If you do take part, we'll	Who's in charge? The U.S. government leads the study, but they hired a research company called RTI International to run it. RTI isn't part of any child welfare program or agency. Their job is to	You can make a difference! We hope you'll decide to join the study. This is your chance to make your voice heard. Questions? Scan the QR code or go to
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answers with everyone else's to give us the big picture.	give you a \$50 gift card as our way of saying thanks.	talk with people like you to make sure your voice is heard.	[INSERT WEBSITE] to learn more. <i>OMB #: 0970-0202</i> <i>Exp: XX/XX/XXXX</i>
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Contacting Scripts

Caregiver Contacting Scripts

Telephone Script

Hello, my name is [INTERVIEWER NAME] and I work for RTI International. I'm calling because your child and family was selected to be part of a national study about child and family well-being. The study is called the National and State Survey of Child and Adolescent Well-Being. We're talking with families here in [STATE] and across the country to better understand their experiences and needs. We'd like to ask you some questions about services received, your health, and your child's health. [IF CH IS 6-17 YEARS OLD] We would also like to ask your child to complete a survey.

We recently sent you a letter and brochure about the study. If you haven't received it, I can resend it to you, or you can view it on our website at [NSCAW WEBSITE].

There are two ways to take part. I can schedule a time to complete the survey with you [IF CH IS 6-17 YEARS OLD: and your child] in person at a time that works best for you, or you [IF CH IS 11-17 YEARS OLD: and your child] can complete it online.

Your survey will take about an hour, and as a thank you for taking part, you will receive \$75. Your child's survey will take [25/45] minutes, and your child will receive a \$[20/50] gift card. If we meet in person, you and your child can complete your surveys at the same time. Youth ages 11 to 17 may also complete their survey online if that works better. Would you like to schedule an in-person visit, or would online be better for you?

[IF IN PERSON]: Great! I would be happy to work around a time that works best for you. What days and times work best?

[IF ONLINE]: Great! I can send you the survey link today and you can complete the survey on your own device at a time that works best for you. [IF CH IS 11-17] Before I do, I just need to review the permission form with you so your child can take part. This will only take a few minutes. The survey works best if it is completed somewhere private.

[INTERVIEWER: REVIEW VERSION 1E CAREGIVER PERMISSION FOR CHILD PARTICIPATION FORM]

Use the [Contact Information for Online Participation](#) section below.

In Person Script

Hello, my name is [INTERVIEWER NAME] and I work for RTI International. I'm here because your family was selected to be part of a national study about child and family well-being. The study is called the National and State Survey of Child and Adolescent Well-Being. We're talking with families here in [STATE] and across the country to better understand their experiences and needs. We'd like to ask you some questions about services received, your health, and your child's health. [IF CH IS 6-17 YEARS OLD] We would also like to ask your child to complete a survey.

We recently sent you a letter and brochure about the study [INTERVIEWER HANDS A COPY OF THE LETTER/BROCHURE].

If you'd like, we can do the survey now while I'm here. Your survey will take about an hour, and as a thank you for taking part, you will receive \$75. [IF CH IS 6-17 YEARS OLD] Your child's survey will take [25/45] minutes, and your child will receive a \$[20/50] gift card. I have a laptop and a tablet, so we can do both surveys at the same time to save time. Would now be a good time to get started? It works best if we do the survey somewhere private.

If now is not a good time, we also offer an online option. You can complete the survey using your own computer or smartphone.

[IF ONLINE]: Great! I can help you get started with the online survey. [IF CH IS 11-17 YEARS OLD] Before I do, I need to review the permission form with you so your child can take part. This will only take a few minutes.

[INTERVIEWER: REVIEW VERSION 1E CAREGIVER PERMISSION FOR CHILD PARTICIPATION FORM]

Use the [Contact Information for Online Participation](#) below.

[IF ONLINE LATER]: Great, I'll send the survey link so you can complete it at a time that works best for you. [IF CH IS 11-12 YEARS OLD] We will send your child's survey link to your email address so you can help them access the survey.

Contact Information for Online Participation

What email address should we use to send your survey link(s)?

[IF CH IS 13-17] How should we send your child's survey link? You may provide your own email address so you can share the survey with your child, or your child's email address so we can send it directly to them.

1. Youth Email
2. Parent Email

[IF CH IS 13-17 YEARS OLD] Your child will also receive \$50 as a thank you. What email address should we use? We will also ask your child where they would like the \$50 sent.

1. Youth email
2. Parent email

[TEXT MESSAGE PERMISSION]: Can we send text messages about the study, like reminders and updates about the study? If yes, what phone number should we use?

1. Yes, Caregiver Phone Number: _____
2. No

[IF CH 13 – 17 YEARS OLD] Can we send text messages about the study directly to [CHILD NAME]? If yes, what phone number should we use?

1. Yes, Youth Phone Number: _____
2. No

Legal Guardian Script

Hello, may I speak with [LEGAL GUARDIAN NAME]?

[IF AVAILABLE]

My name is [NAME], and I work for RTI International on the National and State Survey of Child and Adolescent Well-Being. We recently sent you a letter and brochure explaining the study [IF IN PERSON: HAND A COPY OF THE LETTER]. We are talking with children and their caregivers to better understand the needs and experiences of families involved with the child welfare system.

[CHILD NAME] was selected to participate, and because you are their legal guardian, we are contacting you to request your permission for them to take part in the study by completing a survey. Their survey takes about [25/45] minutes, and [CHILD NAME] will receive [\$20/\$50] as a thank you. [CHILD NAME]'s participation is voluntary, and all information is kept private.

I can review the permission form with you now over the phone or in person. It will take only a few minutes. After that, you can decide whether to give permission for [CHILD NAME] to take part.

[INTERVIEWER: REVIEW VERSION 1F LEGAL GUARDIAN PERMISSION FOR CHILD PARTICIPATION FORM AND VERSION 1F LEGAL GUARDIAN HIPAA AUTHORIZATION FORM]

[IF MORE INFORMATION IS REQUESTED] We are conducting this study on behalf of the Administration for Children and Families. The goal is to better understand the experiences of children and families so that services can be improved. [CHILD]'s name will not appear in any reports, and nothing you or they share will affect any services or programs they receive.

[IF DECLINES] I understand. Thank you for your time. [CHILD NAME]'s participation is important and valuable so if you change your mind or have questions later, you can reach us at [INTERVIEWER NUMBER] or [STUDY EMAIL].

[IF UNAVAILABLE] When would be a good time to come/call back?

Former Caregiver (Non-Custodial Parent with a Child in Placement) Script

Hello, may I speak with [FORMER CAREGIVER NAME]?

My name is [NAME], and I work for RTI International on the National and State Survey of Child and Adolescent Well-Being. We recently sent you a letter and brochure about the study. We are talking with parents whose children have been involved with child welfare services.

We are inviting you to participate in a survey about your experiences to learn more about the needs families may have. Your survey will take about an hour to complete, and you will receive \$75 as a thank you. Your participation is voluntary, and everything you share will be kept private.

You can complete your survey online or in person. It works best if the survey is completed somewhere private.

[IF ONLINE] What email address should we use to send your survey link?

[TEXT MESSAGE PERMISSION]: Can we send text messages about the study, like reminders and updates about the study? If yes, what phone number should we use?

1. Yes, Phone number: _____
2. No

[IF MORE INFORMATION IS REQUESTED] We are conducting this study on behalf of the Administration for Children and Families. We are interviewing parents in a variety of situations, including parents whose children are living with someone else. Your perspective is important for understanding how services and supports can better meet the needs of families. The goal is to better understand the experiences of children and families so that services can be improved. Your name will not appear in any reports, and nothing you share will affect any services or programs you receive.

[IF PARENT ASKS WHY THEY WERE SELECTED OR ABOUT CHILD'S STUDY INVOLVEMENT] We selected a random group of children who had contact with the child welfare services in the past 12 months. [CHILD NAME] was selected as part of that group. For children 6 and older, we may invite the child to complete a survey if permission is provided. For children younger than 6, we would not ask the child to complete a survey. We would also ask another adult involved in the child's care to complete a survey.

[IF REFUSES] I understand. Thank you for your time. Your participation is important so if you have questions later or decide you would like to participate, you can reach us at [INTERVIEWER NUMBER] or [STUDY EMAIL].

Voicemail Script (Caregivers and Legal Guardians)

Hello, my name is [INTERVIEWER NAME] with RTI International calling for [NAME]. I'm following up about an important research study. We recently sent you some information in the mail and would like to speak with you when you have a chance.

Please call me back at [INTERVIEWER NUMBER] when you have a moment. Thank you.

Online Survey Invitations and Reminders

Caregiver Email Invitations

Caregiver Initial Email

To: [CAREGIVER EMAIL]

CC: [NSSCAW Study Email]

From: [NSSCAW Study Email]

Subj Line: Your Survey Link

Hi [CAREGIVER NAME],

It was great talking with you earlier. Here is the link to your survey for the National and State Survey of Child and Adolescent Well-Being. As a quick follow-up to our conversation, your survey is a part of a national study that helps us better understand the well-being and needs of children and families. Your participation matters because it helps us understand the experiences of families like yours. The survey takes about an hour, and you'll receive \$75 as a thank you. Please take the survey at a time and place where you can answer privately.

To access your survey, please visit: [NSSCAW Website]

Enter this PIN: [PIN]

OR

[Click here to take your survey](#)

If you have any trouble getting started or have questions, feel free to reach out. I'm happy to help.

Thank you again for taking part,

[Interviewer Name]

On behalf of the NSSCAW Study Team

[NSSCAW Phone Number]

[NSSCAW Email]

[NSSCAW Website]

RTI International

Caregiver Reminder Email

To: [CAREGIVER EMAIL]

CC: [NSSCAW Study Email]

From: [NSSCAW Study Email]

Subj Line: Reminder to Complete Your Survey

Hi [CAREGIVER NAME],

I hope you're doing well. I wanted to check in and remind you that your National and State Survey of Child and Adolescent Well-Being (NSSCAW) survey is still open. If you've already completed it, thank you — we really appreciate it.

If you have not completed it yet, we hope you will consider completing it. Your answers help us hear from people with experiences like yours. Here's your link again:

You can go here: [NSSCAW Website]

Enter this PIN: [PIN]

OR

[Click here to take your survey](#)

You'll receive **\$75 as a thank you**. A member of our team is also available to help you complete the survey in person at a time that works best for you.

If you have any questions, please let me know. Your participation is important.

Thank you,

The NSSCAW Study Team
[NSSCAW Phone Number]
[NSSCAW Email]
[NSSCAW Website]
RTI International

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

OMB Control # 0970.-0202.
Expiration Date: XX/XX/XXXX

Caregiver Final Reminder Email

To: [CAREGIVER EMAIL]

CC: [NSSCAW Study Email]

From: [NSSCAW Study Email]

Subj Line: Have Your Voice Heard: Complete Your Survey Today

Hi [CAREGIVER NAME],

There is still time to complete your National and State Survey of Child and Adolescent Well-Being (NSSCAW) survey. As a reminder, we're talking with families here in [STATE] and across the country to better understand their experiences and needs. We'd like to ask you some questions about services received, your health, and your child's health. Your voice matters and the NSSCAW survey gives you an opportunity to have your experiences heard.

Please consider taking the survey by visiting the link below.

Click this link: [NSSCAW Website]

Enter this PIN: [PIN]

OR

[Access your survey here](#)

The survey takes about an hour, and you'll receive **\$75** as a thank you.

A member of our team can also meet with you in person to help you complete the survey at a time that works best for you.

Please reach out if we may assist you in any way or you have any questions.

Thank you for your time,

The NSSCAW Study Team
[NSSCAW Phone Number]
[NSSCAW Email]
[NSSCAW Website]
RTI International

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Youth Email Invitations (ages 13-17; sent to youth with caregiver permission)

Youth Initial Email Invitation

To: [YOUTH EMAIL]

CC: [NSSCAW Study Email]

From: [NSSCAW Study Email]

Subj Line: Your Survey Link

Hi [YOUTH NAME],

We're reaching out to invite you to take part in an important survey for the National and State Survey of Child and Adolescent Well-Being. The survey asks about things like your daily life, school, friends, family, and how you are doing. Your parent or caregiver said it was okay for us to send you this survey.

The survey takes about 45 minutes to complete, and you will receive \$50 as a thank you. You can complete the survey using a computer, tablet, or smartphone that has internet access. Please take the survey at a time and place where you can answer privately. Below is your survey link.

[Click here to start your survey](#)

If you would like to learn more, you can visit the study website and see answers to questions youth often ask. Participating in this study is completely up to you. We hope that you will consider being in our study. If you need help getting started, you can contact us. Your parent or caregiver can also contact us.

Thank you for taking part,

The NSSCAW Study Team
[NSSCAW Phone Number]
[NSSCAW Email]
[NSSCAW Website]
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Youth Reminder Email

To: [YOUTH EMAIL]

CC: [NSSCAW Study Email]

From: [NSSCAW Study Email]

Subj Line: Reminder to Complete Your Survey

Hi [YOUTH NAME],

I wanted to check in and remind you that your National and State Survey of Child and Adolescent Well-Being (NSSCAW) survey is still open. If you've already completed it, thank you — we really appreciate it.

If not, please consider completing it. By taking the survey, you can help make sure young people's voices are included in this national study. Here's your link again:

You can go here: [NSSCAW Website]

Enter this PIN: [PIN]

OR

[Click here to take your survey](#)

Your survey takes 45 minutes, and you'll receive \$50 as a thank you. Please take the survey in place where you can answer in private.

If you have any questions, please let us know. Your participation is important.

Thank you again for taking part,

The NSSCAW Study Team
[NSSCAW Phone Number]
[NSSCAW Email]
[NSSCAW Website]
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Youth Final Reminder Email

To: [YOUTH EMAIL]

CC: [NSSCAW Study Email]

From: [NSSCAW Study Email]

Subj Line: Your survey is still open

Hi [YOUTH NAME],

There is still time to complete your National and State Survey of Child and Adolescent Well-Being (NSSCAW) survey. As a reminder, we're talking with youth here in [STATE] and across the country to better understand their experiences and needs. The survey includes questions about a lot of different things like home and school, your family and friends, things you like to do, and how you feel. You can skip any question you do not want to answer. It should take about 45 minutes to complete, and you can also start the survey now and come back later if needed. We hope you will decide to take part.

To get started, follow this link to the survey: [NSSCAW Website]

Enter this PIN: [PIN]

OR

[Click here to take the survey](#)

If you would like help completing the survey, please contact us. A member of our team is also available to complete the survey in person. We can work with your parent or caregiver to find a good time.

Thank you,

The NSSCAW Study Team
[NSSCAW Phone Number]
[NSSCAW Email]
[NSSCAW Website]
RTI International

Youth Survey Email Invitations Sent to Caregiver (ages 11-17 when caregiver is preferred contact)

Caregiver-Received Youth Initial Invitation Email

To: [CAREGIVER EMAIL]

CC: [NSSCAW Study Email]

From: [NSSCAW Study Email]

Subj Line: Invitation for Your Child's Survey

Hi [CAREGIVER NAME],

Thank you for speaking with me earlier and for giving permission for your child to participate in the National and State Survey of Child and Adolescent Well-Being (NSSCAW). A copy of the permission form is included for you, linked here –[Permission Form](#).

Below is the link for your child to complete the survey. Please note that the PIN provided is specific to the child for whom you have provided permission. Your child's survey takes about 45 minutes to complete and your child will receive **\$50** as a thank you. Your child should complete the survey without help from anyone, in a place where they can answer privately.

When your child is ready, they can use this link to take the survey: [\[Survey Link\]](#)

They will also need to enter this PIN: [PIN]

If your child has any trouble getting started or if you have questions, feel free to reach out. I'm happy to help.

Thank you again for taking part,

The NSSCAW Study Team

[NSSCAW Phone Number]

[NSSCAW Email]

[NSSCAW Website]

RTI International

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Caregiver-Received Youth Reminder Email

To: [CAREGIVER EMAIL]

CC: [NSSCAW Study Email]

From: [NSSCAW Study Email]

Subj Line: Reminder: Your Child's Survey Link

Hi [CAREGIVER NAME].

I'm following up to share your child's National and State Survey of Child and Adolescent Well-Being (NSSCAW) survey link again. Your child's answers are an important part of this national study and help us better understand the experiences and needs of young people and families. If your child has already completed the survey, thank you. If not, I've included the link below again. When your child is ready, please help them find a quiet place where they can answer on their own. It may take your child about 45 minutes to complete the survey.

Please visit: [NSSCAW Website]

Enter this PIN: [PIN]

If you have any questions or if your child needs help getting started, please contact us. We appreciate your time and your support in helping your child take part.

Thank you,

The NSSCAW Study Team
[NSSCAW Phone Number]
[NSSCAW Email]
[NSSCAW Website]
RTI International

Caregiver-Received Youth Final Reminder Email

To: [CAREGIVER EMAIL]

CC: [NSSCAW Study Email]

From: [NSSCAW Study Email]

Subj Line: Reminder: Your Child's Survey Is Still Open

Hi [CAREGIVER NAME],

Thank you again for giving permission for your child to take part in the National and State Survey of Child and Adolescent Well-Being (NSSCAW). Your child still has time to complete the NSSCAW survey.

We are talking with children in [STATE] and across the country to better understand their experiences at home, at school, and with family and friends. What children share helps us learn what young people and families need.

The survey takes about 45 minutes. Your child can skip any question they do not want to answer. When your child is ready, please help them find a quiet place where they can answer on their own.

Follow this link to your child's survey: [Survey Link]

Enter this PIN: [PIN]

If you would like to learn more about the survey, please visit our website at [NSSCAW website].

Thank you for your time and for supporting your child's participation.

Questions? Please contact us.

[NSSCAW Phone Number]

[NSSCAW Email]

[NSSCAW Website]
RTI International

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Breakoff Email Reminder (Caregivers and Youth)

To: [CG/YOUTH EMAIL]

CC: [NSSCAW Study Email]

From: [NSSCAW Study Email]

Subj Line: Finish your NSSCAW Survey

Dear [PARTICIPANT NAME],

Thank you for starting your National and State Survey of Child and Adolescent Well-Being (NSSCAW) survey. We noticed you didn't finish. Your responses have been saved, and you can return to the survey where you left off.

[Click here to resume your survey](#)

Enter this PIN: [PIN]

As a thank you, you will receive [\$50/\$75].

Questions about finishing? Need more information?

Contact us:

[NSSCAW Phone Number]

[NSSCAW Email]

[NSSCAW Website]

RTI International

Text Message Prompt (Caregivers and Youth)

A few days ago, we invited you to take part in a research study about child and family well-being. Click this link to take you directly to your survey. If you choose to take part, you will receive [\$50/\$75]. Reply STOP to opt out.

Thank You Email (Caregivers and Youth)

Hello [CG/Youth NAME],

Thank you for participating in the National and State Survey of Child and Adolescent Well-Being (NSSCAW)!

Please click the following link to select your \$[50/75] electronic gift card: [Access Your Card](#)

Please redeem your gift card within [X] days of receiving this email. Once you redeem your gift card of choice, the funds do not expire.

If you have questions, please email us at [NSSCAW Email].

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Follow-Up Letters

Caregiver: Not Interested/Too Busy

Dear [Caregiver Name],

We recently invited you to take part in the **National and State Survey of Child and Adolescent Well-Being (NSSCAW)**. We understand that you may be very busy. Still, we hope you'll reconsider sharing your experiences.

NSSCAW is a national study sponsored by the Administration for Children and Families (ACF). It gathers information from families like yours who have had contact with the child welfare system. We will keep any information you share private.

By sharing your experiences—and your child's—you can help improve services and programs for families in your state and across the country. Each family selected represents many others, which makes your unique voice especially important.

We've made participation as easy as possible:

- You can complete the survey in person or online.
- You'll only need about 60 minutes to take the survey.
- You'll receive \$75 from us as a thank-you.

To complete your caregiver survey online:

Visit: [WEBSITE]

Enter your PIN: [PIN]

With your permission, your child can also complete a short survey. If you would like more information before deciding, our interviewer can go over it with you by phone or in person. If your child takes the survey, they will receive a gift card (ages 6–10, \$20; ages 11–17, \$50).

Taking part is completely your choice, but your experience matters and cannot be replaced. We hope you'll consider joining the study.

If you would like to complete the survey in person or have any questions, please contact us. Thank you for considering this opportunity.

Sincerely,

[Name]

RTI International

[Email]

[Phone]

[Website]

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Caregiver: Privacy Concerns/General Distrust

Dear [Caregiver Name],

We recently invited you to take part in the **National and State Survey of Child and Adolescent Well-Being (NSSCAW)**. We are following up to share more information and ask you to reconsider.

The Administration for Children and Families—a federal agency—sponsors NSSCAW. RTI International is leading the survey for them. NSSCAW gives families an opportunity to share their experiences with the child welfare system—what helped, what didn't, and where changes are needed. These voices, including yours, can help improve programs and services for families in your state and across the country.

Receiving an invitation to take part in a research study can raise questions, especially if you are unsure who is reaching out or why. You may have concerns about privacy and trustworthiness. We want you to know that protecting your information is our top priority and understand how we will do this:

- We do not include your name or identifying information in any reports.
- We combine your answers with those of other families and report only group results.
- We store your information securely and use it only for research purposes.
- A federal Certificate of Confidentiality protects your data. This means we cannot share your information—even if requested by a court—unless someone's health or safety may be at risk.

Taking part in NSSCAW is your choice—and your chance to make your voice heard. If you do decide to participate, we've made it as easy as possible:

- You can complete the survey in person or online.
- You'll only need about 60 minutes to take the survey.
- You'll receive \$75 from us as a thank-you.
- If your child participates, they will receive a gift card (ages 6–10, \$20; ages 11–17, \$50).

We want you to feel informed and comfortable before deciding whether to participate, and we welcome your questions. If you'd like to learn more, please contact us.

Sincerely,

[Name]

RTI International

[Email]

[Phone]

[Website]

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Caregiver/Legal Guardian: Does Not Want Child to Participate

Dear [Caregiver or Legal Guardian Name],

You recently told us that you do not want your child to take part in the **National and State Survey of Child and Adolescent Well-Being** (NSSCAW). We respect your decision, and we're reaching out to share more about why [CHILD NAME]'s voice matters. We hope it will help you to reconsider.

The Administration for Children and Families sponsors NSSCAW to better understand the experiences of children who have had contact with the child welfare system. While caregivers provide important information, this part of the study focuses on hearing directly from young people. The child's thoughts, experiences, and perspectives can help us understand what children truly need.

We ask questions that fit the child's age and experience. Younger children answer simple questions about school and friendships. We ask older youth about their experiences with health, relationships, and daily life. Their answers help us see what systems and services are working and where they may need to improve.

We take [CHILD NAME]'s privacy seriously. We will never identify them by name, and we will store their answers securely. A federal Certificate of Confidentiality protects their information. This means we cannot share it—even if a court asks us to. [CHILD NAME] does not have to answer any question they do not want to answer. They can stop the survey at any time.

Taking part is completely your choice. If you decide to allow [CHILD NAME] to take part, they will receive a gift card from us as a thank you. Children between ages 6–10 will get \$20, and youth ages 11–17 will get \$50. If you decide to allow [CHILD NAME] to take part, the interviewer will explain the survey options available for [CHILD NAME] based on their age and can answer any questions before you decide.

[CHILD NAME]'s voice can help create real change — not only for them, but for many other children with similar experiences. If you have questions or would like to talk about any concerns, please contact us.

Sincerely,

[Name]
RTI International
[Email]
[Phone]
[Website]

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Caregiver: Negative Experience with Child Welfare System

Dear [Caregiver Name],

We know that past experiences with the child welfare system can be difficult. If that's one reason you chose not to participate in the **National and State Survey of Child and Adolescent Well-Being** (NSSCAW), we understand — and we want to acknowledge what you've been through. We also invite you to consider the impact your voice could have.

The Administration for Children and Families sponsors NSSCAW to learn directly from families like yours. We want to understand what helped, what didn't, and where families needed more support. By sharing your experiences, you can help shape better policies and services so other families can have a better experience in the future.

Taking part is your choice, and we take your privacy seriously. We will not include your name in any reports. We will store your answers securely and combine them with those from other families. A federal Certificate of Confidentiality also protects your information. This means we cannot share identifying information—even a court asks us to.

It is easy to take part. You can complete the survey in person or online, whichever works best for you. We will give you \$75 as a thank you, and your child will receive [\$20/\$50] if they take part.

Your perspective matters. By sharing your experience, you can help improve child welfare services for other families like yours. If you have questions or want to learn more about the study or how we protect your information, please reach out.

We truly value your voice and hope you'll consider participating.

Sincerely,

[Name]
RTI International
[Email]
[Phone]
[Website]

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Panel Maintenance Materials

Panel Maintenance Letter

Hello <Caregiver/Young Adult Name>,

Thank you for being part of the ***National and State Survey of Child and Adolescent Well-Being***. Your voice matters, and we're grateful for the time and information you've shared with us.

We're reaching out to **stay connected** and to make sure we have your current contact information. Keeping your information current means we can reach you to share important updates and future opportunities.

It's quick and easy to update your contact information. Choose the option that works best for you:

- (1) Online:** Visit this secure link [insert link] and use this PIN: <PIN>.
- (2) By Phone:** Call us toll-free at (XXX) XXX-XXXX to update your information by phone.
- (3) By Mail:** Fill out the enclosed card and drop it in the mail. No postage needed.

If the information printed on the contact card is correct, check the box labeled "Information Correct".

We would appreciate receiving any updates you have in the next two weeks. The enclosed \$2 is yours to keep as a thank you for completing this request. We have also included a magnetic photo holder for you to enjoy, along with our contact information. Use it to display your favorite photo or picture.

Thank you so much for staying in touch!

Sincerely,

Natasha Aranguren, Data Collection Lead
RTI International
[Phone]
[Email]
[Website]

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