Appendix A.

Family Input OFA-OCSE and APHSA-NCCSD Support Email Examples

Example email of support from OFA/OCSE central office to regional offices

Subject: Opportunity for [TANF/child support] programs: Federal study on gathering and using family input

Dear [Regional office contact],

The Office of Planning, Research, and Evaluation (OPRE) is funding a study called Moving Forward: Further Incorporating Family Input. The study team has an opportunity for [TANF/child support] agencies to pilot test a new toolkit and receive technical assistance in engaging families to inform program improvements over a 12-month period.

We are asking you to share information about this pilot test opportunity with the state and Tribal program administrators in your region. We have provided example email language (below), a study description (attached), and a flier describing the opportunity (attached) to make your outreach as easy as possible.

If you have any questions about the study or pilot test opportunity, please contact the study team lead (Jeanette Holdbrook at jholdbrook@mathematica-mpr.com), or the OPRE project officer (Lisa Zingman at lisa.zingman@acf.gov).

Thank you for your assistance,

[Name]

Example email for OCSE/OFA regional offices to send to program administrators

Subject: Opportunity for [TANF/child support] programs: Federal study & TA on gathering and using family input

Hello [name],

The Office of Planning, Research, and Evaluation (OPRE) is conducting an important study to support [TANF and Tribal TANF / child support and Tribal child support] programs in collecting and using families' feedback to inform program improvements.

The study team has recently created a toolkit (the "Family Input Resources" [if available, insert hyperlink to Family Input Resources]), which is a collection of guidance, tools, and information to support collaboration of program staff, administrators, and the families those programs serve to improve service delivery, operations, policy, and more. The study team developed the toolkit based on their work with an Expert Workgroup of [TANF/child support], [Tribal TANF/child support], administrators, front-line staff, and people with lived

experience in the programs. The toolkit is also informed by a literature scan and interviews with human service program leaders experienced in engaging families during program improvement.

The study team is now seeking programs to pilot test the Family Input Resources as they engage in program improvement and seek feedback from the families they serve. This is an opportunity to lead a program improvement initiative that includes families' feedback while receiving technical assistance from the study team and hands-on support in using the Family Input Resources. Please see the attached flier about the pilot test opportunity and study description for more information.

If you are interested in participating, please complete this short expression of interest form [hyperlink to expression of interest form] no later than [Day, XX/XX/XXXX].

OPRE has contracted with Mathematica and its subcontractor, MEF Associates, to conduct this study. Please don't hesitate to contact the study team lead (Jeanette Holdbrook at jholdbrook@mathematica-mpr.com) or the OPRE project officer (Lisa Zingman at lisa.zingman@acf.gov) if you have any questions.

Thank you for your assistance,
[Name]

Example emails from the American Public Human Services Association (APHSA) / National Council of Child Support Directors (NCCSD) to their networks

Subject: Opportunity for [TANF/child support] programs: Federal study & TA on gathering and using family input

Dear [Director of State TANF/Child Support Program],

The Office of Planning, Research, and Evaluation (OPRE) in the Administration for Children and Families, U.S. Department of Health and Human Services, is conducting a study called **TANF and Child Support Moving Forward: Further Incorporating Family Input**. The goal of this work is to help TANF and child support programs gather and use input from the families they serve to improve service delivery, policy, and program operations.

The study team has recently created a toolkit (the "Family Input Resources" [if available, insert hyperlink to Family Input Resources]), which is a collection of guidance, tools, and information to support collaboration among program staff, administrators, and the families those programs serve to improve service delivery, operations, policy, and more. The study team developed the toolkit based on their work with an Expert Workgroup of TANF, Tribal TANF, and Child Support administrators, front-line staff, and people with lived experience in the programs. The toolkit is also informed by a literature scan and interviews with human service program leaders experienced in engaging families during program improvement.

The study team is now seeking programs to pilot test the Family Input Resources as they engage in program improvement and seek feedback from the families they serve. This is an opportunity to lead a program improvement initiative that includes families' feedback while receiving technical assistance from the study team and hands-on support in using the Family Input Resources. Please see the attached flier about the pilot test opportunity and study description for more information.

If you are interested in participating, please complete this short expression of interest form [hyperlink to expression of interest form] no later than [Day, XX/XX/XXXX].

OPRE has contracted with Mathematica and its subcontractor, MEF Associates, to conduct this study. Please don't hesitate to contact the study team lead (Jeanette Holdbrook at jholdbrook@mathematica-mpr.com) or the OPRE project officer (Lisa Zingman at lisa.zingman@acf.gov) if you have any questions.

Thank you for your assistance,

[Name]