

Appendix A. Email request to complete TFAR questionnaire

Subject: By [Date]: Request to complete questionnaire about Toolkit

Hello [implementation lead or partner agency administrator name],

Thank you for your continued work and commitment to coordinating services for whole families. Periodically during the pilot period, the project team will ask you to provide feedback on our coaching and on our materials. We also will use this short questionnaire to learn about your progress in identifying and implementing strategies to improve the experiences of families served by multiple benefits programs.

The questionnaire will take about 15 minutes and asks about key activities completed in the last month, challenges and successes, components of the Toolkit or other provided materials that were particularly useful. We also will ask about those that did not work as well and why, coaching and technical assistance that was useful or not as useful. Pilot leadership will review your feedback and work with your coaching team to identify ways that we can continue to support your team's efforts.

Link to questionnaire: [Unique link for each month]

Please complete the questionnaire by [Date].

Your participation in this project is extremely valuable and will help the project team understand how to improve the Toolkit based on your team's efforts to advance coordination efforts to improve the experiences of families. Your participation in this project is voluntary and there are no serious risks to your participation. You may skip any question, and you may stop completing the questionnaire at any time. There are no penalties for refusal to participate.

If you have any questions or comments about the project, please contact the project's federal project officer, Victoria Kabak at Victoria.Kabak@acf.hhs.gov. You may also contact the project lead, Kate Stepleton at kate.stepleton@mefassociates.com.

Thank you for your time. We look forward to hearing from you.

Best,

[Coaching team members]