OMS Email Suggestions - Caregiver Surveys

***This template can be used for both Initial Visit Caregiver Surveys and Caregiver Follow-Up Surveys, making sure to indicate the timeframe in the body of the email. If you are sending both Initial and Follow-Up Surveys by email, consider using slightly different subject lines and messages, so it is clear that they are separate surveys and the caregiver should complete BOTH of them.***

***Consider using the following sample email text, substituting your center’s name where it says [Children’s Advocacy Center] and personalizing any other parts of the message as appropriate for your center and the family you are contacting. Personalized messages will work best, so be sure to include the name of the center and why you value feedback from this caregiver.***

***Remember that the Initial Visit Caregiver Survey is best sent immediately after the visit or within a few weeks. By one month, the Initial Survey is no longer appropriate and you should instead send the Caregiver Follow-Up Survey. If your center is utilizing the Caregiver Follow-Up Survey, it should be sent to all caregivers, regardless of whether they completed the Initial Survey on-site at their visit, afterwards by email, or not at all. In other words, a caregiver does not have to complete the Initial Survey to be eligible to receive the Follow-Up Survey; they are separate.***

**Sender:** [Send the invitation from the CAC Director, Advocate, or another staff member the caregiver will recognize]

**Subject:** Please tell us about your experience with [the Children’s Advocacy Center]

**Body:**

Dear Caregiver,

[Approximately X days, weeks, months ago], you and your child visited [the Children’s Advocacy Center]. We would like your feedback on the services provided to your family by the center, how well-supported you and your child have felt by the center staff, and how we might be able to improve the services we offer to families. We believe every caregiver should have a voice in the process at our center, so please take this opportunity to share your opinions!

Please use the following link to fill out a survey about your experience: [Invite Link]

If you have any questions about the survey or anything else related to your experience at [the Children’s Advocacy Center], please contact [Staff Member] at [email address] or [phone number].

Thank you!

[Children’s Advocacy Center Staff]

Sample Email Script – MDT Survey

***You will get the best results if you include a personal message that reminds the MDT member why they are receiving this survey and how the results will be used. Be sure to personalize the invitation so the team members will be more likely to participate. It is also helpful to include a deadline for filling out the survey – 2 or 3 weeks works well for most teams. If you plan to present the results to the team, be sure to mention this as well.***

**Sender:** [Send the invitation from the CAC Director, MDT Coordinator, or another staff member the team will recognize]

**Subject:** Please tell us about your experience with [the Children’s Advocacy Center, Multidisciplinary Team, etc. - customize for your center]

**Body:**

Dear Team Member,

As a valued member of [the Children’s Advocacy Center Multidisciplinary Team], we want to hear your opinions and suggestions about the work of the team. Your feedback will help us find out what is working well, what changes are needed, and how we can continue moving forward in a positive direction.

Please use the following link to fill out a brief survey about your experience: [Invite Link]

Please complete this survey by [Date]. We plan to discuss the results of these surveys at our meeting on [Date].

If you have any questions, please contact [Staff Member] at [email address] or [phone number].

Thank you!

[Children’s Advocacy Center Staff]