

## **APPENDIX J**

### ***Initial Contact Script***

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Hello, may I please speak with [NAME OF ORGANIZATIONAL LEADER]?

[IF REQUESTED/AS NEEDED] My name is [NAME OF CALLER]. I work for Westat, a research company based in Rockville, Maryland. We are conducting a study on urban American Indians' and Alaska Natives' interactions with services and programs funded by the Administration for Children and Families, which is an agency within the U.S. Department of Health and Human Services. Our study team will be conducting a site visit to [CITY] and I was hoping to speak with [ORGANIZATIONAL LEADER] to better understand how your organization serves the American Indian/Alaska Native community in [CITY].

[ONCE LEADER IS ON THE PHONE] Hello, my name is [NAME OF CALLER]. I work for Westat, a research company based in Rockville, Maryland. We are conducting a study on urban American Indians' and Alaska Natives' interactions with services and programs funded by the Administration for Children and Families, which is an agency within the U.S. Department of Health and Human Services. The study is being supported by the Administration for Native Americans and the Office of Planning, Research, and Evaluation, both of which are within the Administration for Children and Families. I was hoping you might have about fifteen minutes to talk with me about how your organization serves the American Indian/Alaska Native community in [CITY].

[IF LEADER HAS TIME, CONTINUE; IF NOT, SCHEDULE A TIME TO TALK IF S/HE IS WILLING]

1. What kinds of services does your organization provide?
2. Are there other organizations in [CITY] that offer similar services? If so, briefly describe.
3. [FOR NON-NATIVE PROVIDERS ONLY] When you think about all the clients that you serve, what proportion of them are American Indian/Alaska Native?
  - a. Of the services that you offer, which ones are used most by American Indians/Alaska Natives?
  - b. [IF NOT APPARENT FROM RESPONSES] Are those numbers based on statistics maintained by your organization?
4. What do you believe to be the most pressing challenges facing the American Indian/Alaska Native community in [CITY]?

5. And what do you see as the greatest barriers this community faces to obtaining the services or supports that they need?
6. [AS APPROPRIATE] In what ways, if any, are service provider organizations in [CITY] trying to address those barriers?

Thank you very much for sharing your thoughts with me. [IF RESPONDENT SEEMS LIKE S/HE WOULD BE A KEY INFORMANT, CONTINUE] We will be conducting a site visit to [CITY] on [DATES]. Would you or other members of your staff be willing to talk with us further about your experiences within serving the American Indian/Alaska Native community in [CITY]? [IF YES, SCHEDULE A MEETING TIME IF POSSIBLE; IF NO] I understand and greatly appreciate the time you have given me today. Thank you.