

**Appendix B-2: REMINDER SCRIPT--FOCUS GROUPS**

*Note: As noted earlier, the reminder script below assumes that the call is made by the same Urban Institute [or MEF Associates] staff member who made the recruitment call.*

**Hello, may I please speak with [PARTICIPANT'S NAME]? [Once the participant is on the call . . .]**

Hello, I'm [NAME] from the Urban Institute [or MEF Associates], and I'm following up on my recent call to you. As you may recall, I invited you to join a discussion group of SNAP recipients who have gone off the program and then come back on soon after. You agreed to participate in the discussion group. Do you remember what I'm referring to?

[IF YES] Terrific. I'm calling just to confirm that you're still available and interested in participating. I'm one of the research team members who will conduct the discussion group on [DATE]. We feel that your input would be really valuable in helping those who run the SNAP program understand how to better serve clients and reduce the burden of churning on households like yours. As a reminder, you will receive \$30 as well as lunch/dinner as a token of our appreciation. Can I confirm your interest and write you down as a participant?

[IF ACCEPT] Terrific. I'll write you down as a participant and will look forward to seeing you on [DATE] at [TIME] at [ADDRESS]. [IF THE MEETING WILL BE HELD AT A LOCATION OTHER THAN THE SNAP OFFICE: Would you like me to e-mail or text you the address? IF YES, Which e-mail address or number should I send that to?] Please try to arrive promptly so that we can begin on time. Thanks very much. Good bye.

[IF DECLINE] That's fine. Thank you very much. Enjoy the rest of your day. Good bye.

[IF NO, REPEAT RECRUITMENT CALL SCRIPT (APPENDIX B-1). IF PARTICIPANT THEN AGREES TO JOIN, PROCEED TO "IF ACCEPT" ABOVE.]

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