

Script for Calls to Potential Project ARCH Focus Group Participants in the [name of site]

Read PRA Statement: This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Accordingly, we may not conduct or sponsor and you are not required to respond to a collection of information unless it displays a valid OMB number. We anticipate that the time expended by all individuals who participate in this Project ARCH focus group will average 60 minutes. This includes the time it will take to process and respond to questions asked by the moderator. Your participation is voluntary and failure to respond will have no impact on benefits to which you may be entitled.

Hi. My name is (NAME) and I'm calling on behalf of the Veterans Health Administration. As part of an evaluation of health care provided by Project ARCH, we are interested in meeting with Veterans who have received care through the program. Did you receive the large, brown envelope about Project ARCH that we sent earlier this week?

Yes -> Great. As the letter inside explains, we would appreciate feedback from Veterans, such as yourself, who have participated in Project ARCH. We will be hosting a small, informal group discussion at **[location]** on **[date and time]** and are interested in hearing about any good or bad experiences you have had with Project ARCH. Do you think you will be able to meet with us?

Yes -> Wonderful! Thank you very much for agreeing to meet with us. We're very interested in your feedback. Do you have any questions about where the center is located or about parking? Also, we will be providing refreshments. Do you have any food allergies or restrictions that we should know about?

No -> Do you have any comments or feedback about Project ARCH that you would like me to pass along?

No -> So, the envelope contained a letter from Colette Alvarez from VHA's Office of Rural Health asking if you would be interested in meeting with us to talk about your impressions of Project ARCH. We will be hosting a small, informal group discussion at **[location site]** on **[date and time]** and are interested in hearing about any good or bad experiences you have had with Project ARCH. Do you think you will be able to meet with us?

Yes -> Wonderful! Thank you very much for agreeing to meet with us. We're very interested in your feedback. Do you know how to get to the center and where to park? We can send you directions. Could I verify your mailing address? Also, we will be providing refreshments. Do you have any food allergies or restrictions that we should know about?

No -> Do you have any comments or feedback about Project ARCH that you would like me to pass along?

Closing -> Thank you very much for your time today. (If coming: We look forward to meeting you.) If you have any questions or comments, please feel free to call or email.

Have packet-> Contact information is at the bottom of the letter.

No packet-> My phone number is (NUMBER) and my email address is
(EMAIL). Have a good day!

Leaving a Voicemail

Hi. My name is (NAME) and I'm calling on behalf of the Veterans Health Administration (VHA). I am part of a research team that the VHA has asked to evaluate Project ARCH. Earlier this week we mailed you an envelope containing information about an informal group discussion. I am calling to see if you would be interested in meeting with us. If you could call me back, my number is (NUMBER). Again, my name is (NAME) and my number is (NUMBER). Thank you and have a good day.