

ATTACHMENT A.11
FOCUS GROUP SCREENING QUESTIONNAIRE AND RECRUITMENT SCRIPT

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection will be entered after clearance. The time required to complete this information collection is estimated to average 5 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection.

ATTACHMENT 11: FOCUS GROUP SCREENING QUESTIONNAIRE AND RECRUITMENT SCRIPT

Focus Group Screening Criteria:

OMB Control Number: xxxx-xxxx; Expiration Date: xx/xx/xxxx

- Voluntary/mandatory SNAP E&T program (pre-selected)
- SNAP E&T program size and services (pre-selected)
- Geographic range (pre-selected)
- Locations will be chosen to include a mix of urban/suburban/rural (pre-selected)
- SNAP E&T participants who are not enrolled in TANF
- Mix of able bodied adults without dependents (ABAWDs) and non-ABAWDs (pre-screened)
- Mix of employed, short-term unemployed, and long-term unemployed
- English- or Spanish-speaking
- Mix of ages, 18-59 years old (pre-screened but confirm)
- Mix of races, particularly African-American, Caucasian, and Hispanic (pre-screened but confirm)

Instructions:

- You will be given a list of individuals that use services at a particular SNAP E&T location. These locations have been chosen based on size of the E&T program at that site, the services provided, and its geographic location. Focus group participants should include a mix of individuals based on ABAWD status, age group, and length of unemployment. With the exception of Spanish-speaking groups, the racial composition of the focus group should reflect that of the SNAP E&T provider's customers.
- Excluding Spanish-speaking groups, the racial/ethnic composition of the focus group should be representative of the SNAP E&T provider's customers, if known. Otherwise, groups should be representative of the local community (refer to the provided data sheet that details racial composition using the latest estimates from the Census Bureau's American Community Survey).
- If the phone number is out of service, let your Field Manager know, and move on to the next case.
- Anticipate that the participant will have questions about how you got his name, how you know he is getting SNAP, and what you want to know about him. Refer to the study information form before each interview to make sure you are prepared to address questions that participants are likely to raise.
- Note that we are looking for people who *want* to participate and who fit into the group that we are talking with.
- Be prepared to describe transportation options and directions for getting to the focus group. You should also be familiar with available parking options.

ASK: **Hi, is [SNAP E&T PARTICIPANT NAME] there?**

➔ IF NO: **Can you tell me how I can reach him/her?**

- Ask whether this is the best number to reach the participant. If not, collect any other phone numbers. Leave a phone number at which the participant can reach you.
- If the person who answers says you have the wrong number, say you were given this number for [NAME OF PARTICIPANT] and ask if he or she knows the person. You may mention it is for a research study, but do not provide any other information.

➔ IF PARTICIPANT ANSWERS: **Hi, [name of SNAP E&T participant]. This is [give your name]. I am calling about a study on employment and training programs offered by the U.S. Department of Agriculture. We are looking for people to join a focus group about their experiences with an employment and training program by [State name for SNAP]. Group members will receive \$40 as a token of our appreciation for participating and can get an extra \$10 for showing up 15 minutes early. May I ask you a few questions to see if you qualify for the group?**

You can also add the following information about the purpose of the study. Allow the participant to answer your last question first.

In recent years, the number of people getting employment and training help through [State name for SNAP] has been growing. This study is to learn more about the training people have received, and how the programs can better help people like you. May I ask you a few questions to see if you fit the group of people we will speak with?

➔ IF NO: If the participant declines, listen carefully and try to respond to his expressed concerns so you can find out if he is eligible. You might say something like, “I understand your concern,” and address the particular issue. Say you’d like to ask just a couple of questions to find out if he qualifies to be part of the group. If the participant agrees, proceed with the screener questions. If the participant does not agree, let him know who he can contact to learn more about the study, and leave your name and number in case the person changes his mind.

➔ IF YES: Proceed with screener questions.

Fantastic, thank you. As I mentioned, we are talking with people who participated in an employment and training program through [State name for SNAP].

1. **Are you currently, or have you recently, received [State name for SNAP]?**
 - ➔ IF YES.....Continue
 - ➔ IF NO.....Terminate screener

2. **Are you currently, or have you recently, received [State name for TANF] in the past year?**
 - ➔ IF YES.....Terminate screener
 - ➔ IF NO.....Continue

3. **Are you currently, or have you recently, received training services from [PROVIDER NAME]?**
 - ➔ IF YES.....Continue
 - ➔ IF NO.....Terminate screener

4. **How old are you?**
 - ➔ IF 18-59.....Continue
(Ensure age groups 18-29, 30-49, and 50-59 are all represented)
 - ➔ IF UNDER 18.....Terminate screener
 - ➔ IF OLDER THAN 59.....Terminate screener

5. **Are you currently doing any work for pay?**
 - ➔ IF YES.....Continue but note as employed
 - ➔ IF NO.....Continue but ask follow-up question

[If not working, ask:] How long have you been unemployed?

 - ➔ IF LESS THAN 2 YEARS.....Continue but note as short-term unemployed
 - ➔ IF MORE THAN 2 YEARS.....Continue but note as long-term unemployed
(Ensure numbers of employed or short-term unemployed are equal to those of long-term unemployed)

6. **What is your race/ethnicity?
(Respondents may choose multiple categories. Note all categories mentioned)**

Ethnicity:	
Hispanic or Latino	
Not Hispanic or Latino	
Race:	
American Indian or Alaska Native	
Asian	
Black or African-American	
Native Hawaiian or other Pacific Islander	
White	

What language do you primarily speak at home?

- ➔ IF ENGLISH.....Continue
- ➔ IF SPANISH Ask, “Are you fluent in English?”
If not, continue but assign to Spanish-speaking group
If fluent, continue but you will later ask about focus group preference IF OTHER.....Continue

TERMINATE SCREENER:

I appreciate you answering my questions. Unfortunately, you do not qualify for this study. Thank you for your time and have a good day.

ELIGIBLE FOR STUDY:

Thank you for answering my questions. Based on what you told me, you fit the group of people that we would like to speak with for this study. The focus group that I mentioned earlier will take about 90 minutes, and each participant will receive \$40 as a token of our appreciation and can get an extra \$10 for showing up 15 minutes early. Would you be interested in coming to a focus group to help with the study?

SPANISH SPEAKERS FLUENT IN ENGLISH:

Would you like to participate in an English or Spanish-language focus group? [IF ENGLISH GROUP IS FULL:] Unfortunately, Our English language focus group has already filled up. Would you be interested in joining our Spanish language group?

- ➔ YES: Schedule the focus group.
Great. The focus group will take place at [LOCATION] on [DATE] at [TIME]. Are you available then?
 - [IF NO:] I’m sorry to hear that. I appreciate you taking the time to answer my questions. Have a good day.
 - [IF YES:] Good, we will send you a letter confirming the date, time, and location of the focus group. Is [ADDRESS ON FILE] the best place to send this letter?

➔ RECORD INFORMATION:

- ➔ Name of Participant _____
- ➔ (Best) Address _____

- And is this number the best place to reach you?

➔ RECORD INFORMATION:

- ➔ (Best) Phone Number _____

- We also will call you a day or two prior to the focus group to remind you of the location and time.

Thank you so much. Again, my name is _____ . If you have any questions or if anything comes up in the meantime, feel free to contact me at _____ . Thank you in advance for participating, I'm looking forward to speaking with you!

- ➔ **NO:** Listen to participant's reason and respond to expressed concerns. Some examples follow.

INCONVENIENT OR DON'T HAVE TIME:

The focus group is only 90 minutes and will be held at [LOCATION], which is accessible by [TRANSPORTATION]. You'll also receive a \$40 as a token of our appreciation for participating and can get an extra \$10 for showing up 15 minutes early.

- **[IF YES]: VERIFY BEST ADDRESS AND PHONE NUMBER.**

Name of Participant _____
(Best) Phone Number _____
(Best) Address _____

Thank you so much. Again, my name is _____ . I will call you the day before the interview to confirm the time. If you have any questions or if anything comes up in the meantime, feel free to contact me at _____ .

- **[IF NO]: Okay, thank you very much for your time.**

NOT INTERESTED:

We'd really appreciate your help. We need to hear from people just like you who are participating in training programs. We want to hear about the services you've received, and get your thoughts on how the program could be improved. It'll only take about 90 minutes of your time and you'll get \$40 as a token of our appreciation for participating and can get an extra \$10 for showing up 15 minutes early. Everything you say will be private. Can I sign you up for the group?

- **[IF YES]: VERIFY BEST ADDRESS AND PHONE NUMBER.**

Name of Participant _____
(Best) Phone Number _____
(Best) Address _____

Thank you so much. Again, my name is _____ . I will call you the day before the interview to confirm the time. If you have any questions or if anything comes up in the meantime, feel free to contact me at _____ .

- **[IF NO]: Okay, thank you very much for your time.**

I DON'T WANT TO DO ANYTHING THAT COULD INTERFERE WITH MY BENEFITS:

Participating will have no impact on either your [State name for SNAP] benefits or your training, now or in the future. Neither the local SNAP offices nor the USDA will know who spoke to us. Everything you say will be considered private. We won't use your name at all or any personal information. Would you be willing to help?

- [IF YES]: VERIFY BEST ADDRESS AND PHONE NUMBER.

Name of Participant _____
(Best) Phone Number _____
(Best) Address _____

Thank you so much. Again, my name is _____. I will call you the day before the interview to confirm the time. If you have any questions or if anything comes up in the meantime, feel free to contact me at _____.

- [IF NO]: **Okay, thank you very much for your time.**

DON'T PARTICIPATE IN STUDIES/GOVERNMENT RESEARCH:

I understand your hesitation, but this focus group will only take about 90 minutes and we won't contact you again after that. You also don't have to answer any questions that you don't want to. We would really appreciate your help.

SCREENING TIP

When explaining the procedures for protecting privacy, giving examples can be helpful. You might say something like, "You know when you hear something on the news, and they say, 'People have said that...', or when you read something that says, 'All names have been changed to protect the respondents?' This study will be like that."

- [IF YES]: VERIFY BEST ADDRESS AND PHONE NUMBER.

Name of Participant _____
(Best) Phone Number _____
(Best) Address _____

Thank you so much. Again, my name is _____. I will call you the day before the interview to confirm the time. If you have any questions or if anything comes up in the meantime, feel free to contact me at _____.

- [IF NO]: **Okay, thank you very much for your time.**