

ATTACHMENT A.13  
FOCUS GROUP CONFIRMATION CALL SCRIPT

ATTACHMENT 13: FOCUS GROUP CONFIRMATION SCRIPT

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**\*\*\*If the phone number is out of service, let your Field Manager know immediately.**

**ASK: Hi, is [PARTICIPANT NAME] there?**

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

- If no number is given, tell person that you are calling to remind him or her about the focus group tomorrow at [LOCATION]. 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 [PARTICIPANT NAME], and ask if he or she knows the person. Do not provide any other information.

**→ IF PARTICIPANT ANSWERS: Hi, [PARTICIPANT NAME]. This is [GIVE YOUR NAME]. I am calling to remind you about tomorrow's focus group. As a reminder, we'll be talking about the employment and training services you received through [STATE NAME FOR SNAP]. The focus group is being held at [TIME] at [NAME OF FACILITY], which is located at [ADDRESS]. You'll receive \$40 as a token of our appreciation for participating and can get an extra \$10 for showing up 15 minutes early at the end of the focus group. Are you still able to attend?**

**[IF YES, SAY:] Great. Do you need directions? [If so, provide]. We look forward to seeing you tomorrow. Please contact [NAME] at [PHONE NUMBER] if you get lost or are running late. Bye.**

**[IF NO, SAY:] Okay, that's certainly alright. Thank you for your time.**

**→ IF VOICEMAIL: Hi, [PARTICIPANT NAME]. This is [GIVE YOUR NAME]. I am calling to remind you about tomorrow's focus group. As a reminder, the group is being held at [TIME] at [NAME OF FACILITY], which is located at [ADDRESS]. You'll receive \$40 as a token of our appreciation for participating and can get an extra \$10 incentive for showing up 15 minutes early at the end of the focus group. Please contact me at [PHONE NUMBER] if you are unable to attend, need directions, or are running late. Have a good day.**

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not 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 is <<xxxx-xxxx>>. The time required to complete this information collection is estimated to average 90 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.