

ATTACHMENT F
FOCUS GROUP PHONE RECRUITMENT SCRIPT

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IF OUTBOUND CALL:

Hello! I'm calling to follow-up on a letter we recently sent from the [PROMISE/ASPIRE] project sponsored by the U.S. Department of Education and Social Security Administration. [PROMISE/ASPIRE] is providing services to young people and their families in your area. We are looking to speak with parents and youth involved in [PROMISE/ASPIRE]. Only you can tell us about your personal experience with these services. This feedback plays an important role in helping us better understand how things are working – what is going well and what can be improved. Would you be willing to share your feedback with us at an upcoming listening session, which will include other (parents / youth)?

- YES – CONTINUE BELOW
- NO – EITHER PROBE FOR REASON AND ATTEMPT TO ADDRESS CONCERNS, OR TERMINATE

IF INBOUND CALL: Thanks for calling! We appreciate your interest in our upcoming groups for parents and youth in [PROMISE/ASPIRE]!

ALL, CONTINUE: I have a few quick questions to ask you so we make sure we connect you with the right group and that you have all the information you need about the session.

Q1. First, are you calling to take part in the group for parents or for youth?

- Parents
- Youth

Q2. May I have your first and last name?

| | |
|--------------------|--|
| First Name: | |
| Last Name | |

Q3. The group will be held at the [FILL LOCATION] on [FILL DATE] at [fill time] and will end about an hour and a half later at [FILL END TIME]. May I confirm that works for your schedule?

- YES - CONTINUE
- NO – TERMINATE, THANK, ENCOURAGE PARTICIPATION IN SURVEY

Q4. Do you need directions to this location?

- YES – PROVIDE DIRECTIONS (DRIVING, WALKING, PUBLIC TRANSIT, AS NEEDED)
- NO – CONTINUE

Q5. Finally, may I have an email address and telephone number where we can reach you, to send confirmation the day before the meeting?

| | |
|-------------------------|--------------------|
| Email address: | |
| Phone Number: | |
| Phone Type: (circle) | Home / Cell / Work |

Thank you again for calling. If you have any questions, or if anything comes up and you are not able to come, please call us at 8xx-xxx-xxxx. We'll look forward to seeing you on [FILL DATE] at [fill time]. Thanks and have a nice day.