

Appendix E: Recruitment Telephone Call Scripts

Tenant Recruitment Talking Points

Abt Associates and Quadel Consulting are conducting an evaluation of the Small Area Fair Market Rent Demonstration.

This is a study of the Housing Choice Voucher program and the effects of changing from payment standards based on the entire metropolitan area to payment standards based on ZIP Code areas.

The study is funded by the US Department of Housing and Urban Development (HUD).

As part of this research, the study team is looking for households who have leased up using a voucher from the Housing Choice Voucher program.

Abt Associates and Quadel Consulting would like to meet with you and interview you on your experience with voucher program.

In particular, the study team would like to learn more about issues you may have considered as the change was made to create payment standards based on ZIP Code areas.

Contact information for potential interviewees were provided to Abt Associates and Quadel Consulting by the [PHA] (public housing authority) administering the voucher program.

[BRIEFLY DESCRIBE INITIAL REASONS FOR SELECTING THIS TENANT FOR THE STUDY AND INTERVIEW]

Number of years in the voucher program, indicating whether household was considered new to the HCV program.

Whether or not the household moved and changed units through the voucher program.

Whether a family, elderly, or disabled household.

The survey interview will last about 45 minutes.

The information you provide will be kept confidential to the extent allowed by law.

Data will only be presented in the aggregate.

Participants will not be named in the research reports produced by the study, and no specific data will be attributed to specific interviewees.

Participation is voluntary, and refusal to participate will involve no penalty or loss of benefits for which you are otherwise entitled (such as your relationship to the PHA or to HUD or participation in the HCV Program).

You may discontinue participation at any time without penalty or loss of benefits for which you are otherwise entitled (such as your relationship to the PHA or to HUD or participation in the Housing Choice Voucher Program).

If you are interested in taking part in the study, I can schedule a time to meet with members of the study team who will be traveling to your area to work on the study and conduct interviews.

The interview can be completed at a location convenient for you – whether a café, park, or other place of your choosing – that would be appropriate for conducting the interview.

If we are able to complete the interview, you will receive \$20 to thank you for your time.

Landlord Recruitment Talking Points

Abt Associates and Quadel Consulting are conducting an evaluation of the Small Area Fair Market Rent Demonstration.

This is a study of the Housing Choice Voucher program and the effects of changing from payment standards based on the entire metropolitan area to payment standards based on ZIP Code areas.

The study is funded by the US Department of Housing and Urban Development (HUD).

As part of this research, the study team is looking for landlords either participating in the housing voucher program or who own units that could potentially be rented to housing voucher program households.

Abt Associates and Quadel Consulting would like to meet with you and interview you on your experience with and knowledge of the housing voucher program.

[For current HCV landlords] In particular, the study team would like to learn more about issues you may have considered as the change was made to create payment standards based on ZIP Code areas.

Names and contact information for potential interviewees were either provided to Abt Associates and Quadel Consulting by the [PHA] (public housing authority) administering the voucher program or were found through publicly available sources such as Craig's List.

[BRIEFLY DESCRIBE INITIAL REASONS FOR SELECTING THIS LANDLORD FOR THE STUDY AND INTERVIEW]

Source of contact information, whether the PHA or through another source such as Craig's List.

Whether or not the landlord currently participates in the housing voucher program.

The survey interview will last about 45 minutes.

The information you provide will be kept confidential to the extent allowed by law.

Data will only be presented in the aggregate.

Participants will not be named in the research reports produced by the study, and no specific data will be attributed to specific interviewees.

Participation is voluntary, and refusal to participate will involve no penalty or loss of benefits for which you are otherwise entitled (such as your relationship to the PHA, HUD or participation in the HCV Program).

You may discontinue participation at any time without penalty or loss of benefits for which you are otherwise entitled (such as your relationship to the PHA, HUD or participation in the HCV Program).

If you are interested in taking part in the study, I can schedule a time to meet with members of the study team who will be traveling to your area to work on the study and conduct interviews.

The interview can be completed at a location convenient for you – whether at your office, a café, or other place of your choosing – that would be appropriate for conducting the interview.

If we are able to complete the interview, you will receive \$40 to thank you for your time.