

**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?**

<b>First Name:</b>	
<b>Last Name</b>	

**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.**