

TLP Outcomes Study

6-Month and 12-Month Follow-up Survey Invitation and Reminder Scripts

Email Invitation

Subject: TLP Outcomes Study Survey – [\$30/\$40] Gift Card for Completing

Dear [First Name],

We're contacting you about the *TLP Outcomes Study*, which you joined about [six months/twelve months] ago.

When you joined the study, you completed a survey and were told you would be contacted again in about [six months/twelve months] to ask you about your experiences and the programs or services you have received in the last few months. It is now time for the follow-up survey. Participation in this study is voluntary. All information you provide will be kept secure and private. The survey will take about 37 minutes and you will receive a [\$30/\$40] Amazon gift card for completing it.

To log-in and begin the survey click here: <insert website address>

If you have forgotten your username or password, you can use the links on the log-in screen to retrieve them. If you have any technical problems, please email <insert email address> or call <insert hotline number>.

Sincerely,
The TLP Outcomes Study Research Team

Text Invitation

Hello from the TLP Study! Your [6-month/12-month] survey is now available. Receive a [\$30/\$40] gift card for completing your survey. Take the survey at: <insert website address>

Reminder Phone Script for TLP Staff

Hello, my name is _____. I'm calling from the <TLP Name>. May I please speak to (RESPONDENT NAME)?

INTERVIEWER: IF NECESSARY, READ: "(RESPONDENT) has previously agreed to participate in a study about young adults."

IF RESPONDENT IS NOT AVAILABLE COLLECT INFORMATION ON BEST TIME TO CALL BACK.

- 1 RESPONDENT AVAILABLE – CONTINUE
- 2 RESPONDENT NOT AVAILABLE – ARRANGE CALLBACK AND ENTER CALL NOTE
- 99 REFUSED – ENTER DISPOSITION CODE AND CALL NOTE DESCRIBING SITUATION IN THE CALL RECORD TEXT BOX

<INTRO1>

Hello, my name is [NAME] and I'm calling from <TLP Name>. I'm calling you about the *TLP Outcomes Study*, which you joined about [six months/twelve months] ago. If you are now driving a car or doing an activity that requires your full attention, I need to call you back. Are you in a safe place that you can talk?

1. Yes, continue [\[Skip to INTRO2\]](#)
2. No, callback

<INTRO2>

When you joined the study, you completed an online survey and were told you would be contacted again in about [six months/12 months] to take another survey. In this survey, which you will also take online, you will be asked about your experiences and the programs or services you have received in the last few months. Like last time, you will also be asked some questions about the places you've stayed, your experiences, thoughts and feelings. The survey will take about 37 minutes and you will receive a [\$30/\$40] electronic gift card to Amazon.com for completing it.

Participation in this study is voluntary. All information you provide will be kept secure and private. You may skip any survey question you do not want to answer, and you can stop the survey at any time. Only the TLP Outcomes Study research team and authorized study team members can see your answers. Your answers will be combined and reported with the answers of all the other people in the study.

You can go online now to complete the survey at this website:

<insert website address>
www (dot) <XXXXXX> (dot) com (slash) <XXXXXX>

If you have forgotten your username or password, you can use the links on the log-in screen to retrieve them. If you have any technical problems, I can help you troubleshoot them, or you can email <insert email address> or call the helpline at <insert hotline number> for any questions you have accessing the survey.

Thank you and have a good day.

THANK AND END

Reminder Voicemail for TLP Staff

Hello. I'm sorry that I missed you. I'm calling from <TLP Name> about the TLP Outcomes Study, which you joined about [six months/twelve months] ago. This is not a telemarketing call. When you joined the study, you completed an online survey and were told you would be contacted again in about [six months/twelve months] to take another survey. In this survey, which you will also take online, you will be asked about your experiences and the programs or services you have received in the last few months. You can complete your follow-up survey now at the study website: <insert website address>, that's www (dot) <XXXXXX> (dot) com (slash) <XXXXX>. I will call back in the near future. In the meantime, if you have any questions, please call me at <insert phone number> or the study helpline at <insert hotline number>.

Thank you for your time.

In-Person Reminder for TLP Staff

Hello, I'd like to talk with you about the TLP Outcomes Study, which you joined about [six months/twelve months] ago. When you joined the study, you completed an online survey and were told you would be contacted again in about [six months/12 months] to take another survey. In this survey, which you will also take online, you will be asked about your experiences and the programs or services you have received in the last few months. Like last time, you will also be asked some questions about the places you've stayed, your experiences, thoughts and feelings. The survey will take about 37 minutes and you will receive a [\$30/\$40] electronic gift card to Amazon.com for completing it.

Participation in this study is voluntary. All information you provide will be kept secure and private. You may skip any survey question you do not want to answer, and you can stop the survey at any time. Only the TLP Outcomes Study research team and authorized study team members can see your answers. Your answers will be combined and reported with the answers of all the other people in the study.

You can go online now to complete the survey at this website:

<insert website address>

If you have forgotten your username or password, you can use the links on the log-in screen to retrieve them. If you have any technical problems, I can help you troubleshoot them or you can email <insert email address> or call the helpline at <insert hotline number> for any questions you have accessing the survey.

Would you like to start the survey now?

Alternate Contact Survey Call Voicemail

Hello. I'm calling from <TLP Name>. This is not a telemarketing call. We are trying to reach [RESPONDENT NAME], who gave us your number as an alternate place where s/he can be reached. If you have a better number where [RESP NAME] can be reached, or if [RESP NAME] would like to contact us [directly], please dial <insert phone number>. Again, that's <insert phone number>.

Thank you for your time.