

## YOUTH OUTREACH PHONE SCRIPT

### Youth Outreach Phone Script for use by Agency Staff

#### Initial Call

Hello, may I speak with [INSERT RESPONDENT NAME]?

Hello, my name is \_\_\_\_\_. I am a [INSERT POSITION TITLE] at [INSERT AGENCY NAME]. I am calling about the Family Unification Program (FUP) study. You may remember receiving an email on XXXX inviting you to participate in a focus group with an Urban Institute researcher. This focus group will be a conversation where you can share your experiences with the Family Unification Program [known as [SITE NAME FOR PROGRAM] in [SITE]] and what you think researchers and policymakers need to know about the program. As a token of our gratitude, you will receive \$25.

The Urban Institute will be in your area for these focus groups from [INSERT DATES]. They have several timeslots available in the mornings, afternoons and weekends for that week.

Schedule			
Month	Day, Year		
Available Timeslots	Name	Phone	Location
XX:XX.am/pm			
XX:XX.am/pm			

#### Address Confirmation:

I'll send an appointment card to you in the mail for your records. This card will have my contact information. Please call if you have any questions. First, let me make sure I have your correct mailing address.

<b>STREET ADDRESS</b>	
<b>APT</b>	
<b>CITY</b>	
<b>STATE</b>	
<b>ZIP</b>	

#### Telephone Confirmation:

I'll also follow up with you about a week before your scheduled appointment to confirm all the details of your appointment. Is this the best telephone number to reach you?

<b>PHONE</b>	XXX-XXX-XXXX
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Appendix F

Alternate Telephone Number:

Is there another telephone number that we can reach you at?

<b>ALTERNATE PHONE</b>	
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Location of Focus Group

The focus group will be held at [INSERT LOCATION].

Did you have any other questions for me?

INTERVIEWER: REFER TO FAQ DOCUMENT IF NECESSARY.

Thank you again for your time. In the meantime, if you have any questions you can contact an Urban researcher at:

Site	Phone
Researcher Name	XXX-XXX-XXXX

**CONFIRMATION CALL**

Hello, may I speak with [INSERT RESPONDENT NAME]?

My name is \_\_\_\_\_ and I'm calling to remind you of an upcoming appointment on [INSERT DATE AND TIME]. You are scheduled to participate in a focus group with Urban Institute researchers and other youth at [INSERT LOCATION] to complete a 90 minute focus group. You will receive \$25 for your participation in this interview.

*INTERVIEWER: If respondent has a conflict and needs to reschedule, you should offer them any available focus group slots not currently filled (due to other cancellations, etc.). If no focus group slots are available, please ask the respondent if they would like to be on a wait list to be contacted should another focus group slot become available. Make sure you ask for the best time and number (voice or text) to reach them should a slot become available.*

<b>ALTERNATE DATES AND TIMES AVAILABLE</b>			
Month Day, Year			
Available Timeslots	Name	Phone	Location
XX:XX.am/pm			
XX:XX.am/pm			

## Appendix F

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number for this information collection is XXXX-XXXX and the expiration date is XX/XX/XXXX.