

RECRUITMENT PHONE CALL SCRIPT FOR PARENTS

Initial Call

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

Hello, my name is _____. I am a researcher at the Urban Institute. I am calling about the FUP study. You may remember signing a consent form to be contacted for an interview back in [INSERT DATE] when you completed your paperwork for a FUP voucher. The consent form asked for your permission to contact you in the future to participate in an in-depth interview with an Urban Institute researcher. This interview 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. In appreciation, you will receive a \$35 gift card.

The Urban Institute will be in your area for these interviews from [INSERT DATES]. We 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.

| | |
|-----------------------|--|
| STREET ADDRESS | |
| APT | |
| CITY | |
| STATE | |
| ZIP | |

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?

| | |
|--------------|--------------|
| PHONE | XXX-XXX-XXXX |
|--------------|--------------|

Alternate Telephone Number:

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

| | |
|------------------------|--|
| ALTERNATE PHONE | |
|------------------------|--|

Location of Qualitative Interview

For your convenience we can come to your home for the interview. Would this be good or would you like to choose a different place?

1 = YES

2 = NO

IF NO, ASK: Where would you like to meet for the interview? We are open to talking with you at a library or somewhere else close by that would be convenient for you.

RECORD OTHER 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 [UI INTERVIEWER NAME] and I'm calling to remind you of an upcoming appointment on [INSERT DATE AND TIME]. You are scheduled to meet with me and my colleague from the Urban Institute at [INSERT LOCATION] to complete a 90 minute interview. You will receive a \$35 gift card for your participation in this interview.

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

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