

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 a \$25 gift card.

The Urban Institute will be [in your area for these focus groups/conducting virtual 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 / you a confirmation email for] your records. This [card / email] will include my contact information. Please call if you have any questions. First, let me make sure I have your correct mailing address and email.

STREET ADDRESS	
APT	
CITY	
STATE	
ZIP	
Email	

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?

Appendix F

PHONE	XXX-XXX-XXXX
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Alternate Telephone Number:

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

ALTERNATE PHONE	XXX-XXX-XXXX
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Location of Focus Group

The focus group will be held [at INSERT LOCATION / on Zoom / over the phone].

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 a \$25 gift card 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.

ALTERNATE DATES AND TIMES AVAILABLE			
Month Day, Year			
Available Timeslots	Name	Phone	Location

Appendix F

XX:XX.am/pm			
XX:XX.am/pm			

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 0970-0544 and the expiration date is 03/21/2022.