

Appendix E. Outreach Phone Call for Parents/Program Participants  
 RECRUITMENT PHONE CALL SCRIPT FOR PARENTS/PROGRAM PARTICIPANTS

Initial Call

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

Hello, my name is \_\_\_\_\_. I am a researcher at the Urban Institute, a nonprofit policy research organization based in Washington, DC. I am calling about the Project Connect study, which we are working on with our partners the University of Chicago, Child Trends, and Chapin Hall at the University of Chicago, for the Department of Health and Human Services. You may remember signing a consent form to be contacted for an interview or a small group discussion in [INSERT DATE] when you had your initial meeting for Project Connect. The consent form asked for your permission to contact you in the future to participate in an in-depth interview or group discussion with an Urban Institute researcher. This interview will be a conversation where you can share your experiences in Project Connect and what you think researchers and policymakers need to know about the program. As a token of our gratitude, you will receive a \$50 gift card.

[If being conducted virtually] These interviews and group discussions will be conducted via Zoom, over the phone, or in person. Are you free any of the following times within the next week? If not, what times might work best for you?

[if being conducted in person, depending on the situation of COVID-19] 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			

Telephone Confirmation:

I'll also follow up with you about a couple of days 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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Alternate Telephone Number:

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

<b>ALTERNATE PHONE</b>	
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*Incentive Confirmation*

We plan to send you a \$50 gift card as a thank you for participating. We have this email down on file for you. Is that the best email to send this gift card to?

**If the participant does not have an email -**

We can mail you the gift card. Could you provide us the best address to mail that to?

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

Did you have any other questions for me?

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

<b>Site</b>	<b>Phone</b>
Researcher Name	XXX-XXX-XXXX

**CONFIRMATION CALL**

Hello, may I speak with [INSERT RESPONDENT NAME]?  
My name is [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 [TIME/DATE OF INTERVIEW/FOCUS GROUP] to complete an [INTERVIEW/FOCUS GROUP] that will last no longer than [60/90] minutes. You will receive a \$50 gift card as a thank you for your participation in this [INTERVIEW/FOCUS GROUP].

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*[If being conducted virtually] INTERVIEWER: If respondent has a conflict and needs to reschedule, you should offer them any times that the interviewers are free and send them an updated calendar invitation.*

<p><i>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 # and expiration date for the described information collection is OMB #: 0970-0XXX; expiration XX/XX/XXXX.</i></p>
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