Attachment 6: Outreach Phone Call Script for Parents

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 [GIVING VERBAL CONSENT/SIGNING A CONSENT FORM]to be contacted for an interview back in [INSERT DATE]. 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. As a token of our gratitude, you will receive a $35 gift card.

The Urban Institute staff are available for these interviews from [INSERT DATES]. We have several timeslots available in the mornings, afternoons and weekends for that time period.

Schedule			
Month Day, Year			
Available Timeslots	**Name**	**Phone**	**Preferred mode of interview**
XX:XX.am/pm			
XX:XX.am/pm			

Location of Qualitative Interview

For your convenience we can either call you for the interview or conduct a video call through Zoom or Microsoft Teams. Which of these would be preferable to you?

1 = Call

2 = Zoom

3 = Microsoft Teams

IF Zoom or Microsoft Teams: You will need a web-cam in order to join via video, this could be through a cell phone, tablet or computer. Use of this platform will use up data from your phone plan if you are not connected to WIFI. Please ensure that you will have access to WIFI before the call. We ask that you find a safe location, such as a private room with a closed door, to maintain your privacy while participating in the discussion.

IF Call: We ask that you find a safe location, such as a private room with a closed door, to maintain your privacy while participating in the discussion.

Address Confirmation:

I'll send an appointment card and a copy of the consent form for the interview to you in the mail or if you prefer via email for your records.   We will also use this address or email to send the $35 gift card. This card will have my contact information. Please call if you have any questions. First, let me know if you'd prefer we email you or mail you.

Email (only if prefer email)	
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	

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 through a [PHONE CALL/ZOOM/MICROSOFT TEAMS] to complete a 90-minute interview. You will receive a $35 gift card for your participation in this interview. We ask that you find a safe location, such as a private room with a closed door, to maintain your privacy while participating in the discussion.

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**	**Preferred mode of interview**
XX:XX.am/pm			
XX:XX.am/pm			