

Instrument 5b: HPOG2 Long-Term Follow-Up Contact Update Form Phone Version

Introduction

SC1. Hi, my name is (INTERVIEWER NAME) and I am calling from Abt Associates. May I please speak with (RESPONDENT)?

[IF NECESSARY: We are calling because (RESPONDENT) is part of a study we are working on and we are following up with him/her.

1	SPEAKING TO RESPONDENT	[GO TO PROGRAMMING INSTRUCTION ABOVE SC2]
2	RESPONDENT COMES TO PHONE	[RE-READ SC1]
3	NOT A GOOD TIME	[SCHEDULE CALLBACK]
4	NO, RESPONDENT NOT AVAILABLE	[GO TO SC3]
5	DO NOT KNOW THAT PERSON	[DISPO AS WRONG NUMBER-PERSON]
6	DO NOT WISH TO PARTICIPATE	[THANK AND END. DISPO AS SOFT REFUSAL]
88	DK (VOL)	[THANK AND END. DISPO AS SOFT REFUSAL]
99	REF (VOL)	[THANK AND END. DISPO AS HARD REFUSAL]

PROGRAMMER: IF FLAGGED AS CELL PHONE GO TO SC2. IF NOT FLAGGED AS CELL PHONE GO TO SC5.

SC2. If you are now driving or doing any activity requiring your full attention, I need to call you back later. Are you able to talk right now without distractions?

1	Yes, safe place to talk	[GO TO SC4]
2	No, call me later	[SCHEDULE CALL BACK]
3	No, CB on landline	[RECORD NUMBER, SCHEDULE CALLBACK]
4	On landline	[GO TO SC4]
88	DK (VOL)	[THANK AND END. DISPO AS SOFT REFUSAL]
99	REF (VOL)	[THANK AND END. DISPO AS HARD REFUSAL]

SC3. It is important that I speak directly to (RESPNAME). Do you know when he/she will be home?
[IF NECESSARY: We are calling because (RESPNAME) agreed to be a part of a research study.

1	YES	[SCHEDULE CALLBACK]
2	NO	[THANK AND END. DISPO AS SOFT REFUSAL]
3	DO NOT KNOW THAT PERSON	[THANK AND END. DISPO AS WRONG NUMBER-PERSON]
88	DON'T KNOW	[THANK AND END. DISPO AS SOFT REFUSAL]
99	REFUSED	[THANK AND END. DISPO AS SOFT REFUSAL]

SC4. WHEN TALKING TO RESPONDENT:

I am calling you about a study I am working on. The study is called the Health Profession Opportunity Grants or HPOG study. In <RA MONTH/YEAR>, you applied to receive services through your local HPOG program, called <HPOG name>. At that time, you also agreed to participate in this study.

Researchers at Abt Associates are conducting the HPOG Study for the Administration for Children and Families (ACF). The HPOG Study will help ACF learn more about how training and support services help people improve their skills or find better jobs. When you agreed to be in the study, you also agreed to let researchers contact you every few months. The purpose of these contacts is to make sure we have your correct phone number, email, and street address in our database.

This call is part of a routine process to keep in touch with you because we value your participation in the study. I would like to tell you about the next steps in our study and then confirm the contact information that we have on record for you is correct.

Beginning in May 2023, interviewers from Abt Associates will be conducting the next follow-up survey with study participants. At that time, an interviewer will contact you to ask you to complete the long-term follow-up survey. You will receive a letter explaining this survey, the length of the interview, and other important information about a week before an interviewer will call you.

We are interested in the experiences of all study participants, whether you were selected to be in the HPOG program or not. The survey will take about an hour and will ask about your employment and education activities, and the overall well-being of you and your family. Your participation in that survey is completely voluntary. Your responses will be kept private.

To make sure that we can reach you in May 2023 for that survey, we want to take a few minutes now to update your contact information in our records. We will send you a gift card valued at \$10 by email when we are done.

Paperwork Reduction Act (PRA) Statement: Your participation in the described information collection is voluntary. 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 control number for this described collection is 0970-0462 and it expires xx/xx/xxxx. If you have comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, please send them to Gretchen Locke, 10 Fawcett St Suite 5 Cambridge, MA 02138; Attn: OMB-PRA (0970-0462).

Screenener

First, I just need to verify that I am speaking with the correct person.

CAPI: DISPLAY DOB FROM SAMPLE

1. What is your date of birth? _____ (MM/DD/YYYY)

INTERVIEWER: ENTER DATE USING FORMAT BELOW. ENTER DATE OF BIRTH (REPEAT BACK TO RESPONDENT)

_____/_____/_____
MM DD YYYY

☐ DON'T KNOW

☐ REFUSED

IF DATE OF BIRTH MATCHES WHAT IS IN OUR RECORDS, SKIP TO CONTACT INFO VERIFICATION. OTHERWISE, ASK QUESTION 2.

CAPI: DISPLAY SOCIAL SECURITY NUMBER FROM SAMPLE

2. What are the last 4 digits of your Social Security Number?

INTERVIEWER: ENTER LAST FOUR DIGITS OF SOCIAL SECURITY NUMBER. (REPEAT BACK TO RESPONDENT)

- ☐ DON'T KNOW
- ☐ REFUSED

IF SOCIAL SECURITY NUMBER MATCHES WHAT IS IN OUR RECORDS, CONTINUE AND START CONTACT INFO VERIFICATION. OTHERWISE, TERMINATE.

TERMINATE SCRIPT: I'm sorry, I seem to be having trouble pulling up your record. I will check with my supervisor and call you back at another time.

Contact Verification

Let's start by verifying your name. We have your **name** as: (RESPONDENT). Is this correct?

- ☐ THIS IS CORRECT (**GO TO ADDRESS VERIFICATION QUESTION**)
- ☐ THIS IS **NOT** CORRECT (**Ask:** Can you please provide your name?)

INTERVIEWER: ENTER UPDATED NAME

LAST: _____
FIRST: _____
M.I.: _____

We have your **address** as: (ADDRESS). Is this correct?

- ☐ THIS IS CORRECT (**GO TO MAILING ADDRESS VERIFICATION QUESTION**)
- ☐ THIS IS **NOT** CORRECT (**Ask:** Can you please provide your address?)

INTERVIEWER: ENTER UPDATED ADDRESS

STREET: _____
APARTMENT/UNIT #: _____
CITY: _____
STATE: _____
ZIP: _____

We have your **mailing address** as: (MAILING ADDRESS). Is this correct?

- ☐ THIS IS CORRECT (**GO TO PRIMARY PHONE NUMBER VERIFICATION QUESTION**)
- ☐ THIS IS **NOT** CORRECT (**Ask:** Can you please provide your mailing address?)

INTERVIEWER: CHECK BOX OR ENTER UPDATED ADDRESS

☐ MAILING ADDRESS IS THE SAME AS THE PRIMARY ADDRESS

IN CARE OF: _____
LAST: _____
FIRST: _____
M.I.: _____
STREET: _____
APARTMENT/UNIT #: _____
CITY: _____
STATE: _____
ZIP: _____

We have your **primary phone number** as: (PRIMARY PHONE NUMBER & PHONE TYPE). Is this correct?

- ☐ THIS IS THE BEST NUMBER TO REACH ME (**GO TO SECONDARY PHONE NUMBER VERIFICATION QUESTION**)
- ☐ THIS IS **NOT** THE BEST NUMBER TO REACH ME (**Ask:** Can you please provide your primary phone number and tell me if it is a cell, home, work, or other type of number?)

INTERVIEWER: ENTER BEST PHONE NUMBER AND CHECK BOX FOR TYPE

PRIMARY PHONE: _____

☐ CELL ☐ HOME ☐ WORK ☐ OTHER ☐ DON'T KNOW

We have your **secondary phone number** as: (SECONDARY PHONE NUMBER & PHONE TYPE). Is this correct?

- ☐ THIS IS CORRECT (**GO TO INSTRUCTIONS BEFORE FIRST TEXT PERMISSION QUESTION**)
- ☐ THIS IS **NOT** CORRECT (**Ask:** Can you please provide your secondary phone number and tell me if it's a cell, home, work, or other type of number?)

INTERVIEWER: ENTER SECONDARY PHONE NUMBER AND CHECK BOX FOR TYPE

SECONDARY PHONE: _____

☐ CELL ☐ HOME ☐ WORK ☐ OTHER ☐ DON'T KNOW

ASK IF PRIMARY OR SECONDARY PHONE IS CELL. OTHERWISE, SKIP TO EMAIL QUESTION.

Do we have your permission to contact you **via text message** to your cell phone?

☐ YES, YOU MAY CONTACT ME VIA TEXT MESSAGE TO MY CELL PHONE

(ASK NEXT QUESTION)

☐ NO, YOU MAY **NOT** CONTACT ME VIA TEXT MESSAGE TO MY CELL PHONE

(SELECT "NO" RESPONSE TO NEXT QUESTION; THEN SKIP TO EMAIL QUESTION)

Do we have your permission to contact you via an automated text to your cell phone? **(READ IF NEEDED:** An automated text message is a prewritten message that is sent at a later date such as a text that reminds you to complete a form or call to set up an appointment.)

☐ YES, YOU MAY CONTACT ME VIA AUTOMATED TEXT MESSAGE TO MY CELL PHONE

☐ NO, YOU MAY **NOT** CONTACT ME VIA AUTOMATED TEXT MESSAGE TO MY CELL PHONE

We have your **primary email address** as: (PRIMARY EMAIL ADDRESS). Is this the best email to reach you?

☐ THIS IS THE BEST EMAIL TO REACH ME **(GO TO PREFERRED METHOD OF CONTACT QUESTION)**

☐ THIS IS **NOT** THE BEST EMAIL TO REACH ME **(Ask:** What is the best email to reach you?)

INTERVIEWER: ENTER BEST EMAIL ADDRESS

EMAIL ADDRESS: _____

INTERVIEWER: CHECK THE FOLLOWING IF RESPONDENT HAS NO EMAIL OR INTERNET ACCESS

☐ I DO NOT HAVE AN EMAIL OR INTERNET ACCESS

What is your preferred method of contact? Should we (READ LIST OF ANSWER CHOICES)?

☐ Call primary number

☐ Call secondary number

☐ Email

☐ Text message

☐ Other _____

Next I will confirm the names, addresses and telephone numbers of the three people you previously provided us who are living outside your household and usually know where to reach you.

The contact information for the **best person** to know how and where to reach you is:

NAME: (NAME)

RELATIONSHIP: (RELATIONSHIP)

ADDRESS: (ADDRESS)

PRIMARY PHONE NUMBER: (PRIMARY PHONE NUMBER)

SECONDARY PHONE NUMBER: (SECONDARY PHONE NUMBER)

EMAIL: (EMAIL ADDRESS)

Is this correct?

☐ THIS IS CORRECT (GO TO SECOND BEST PERSON CONTACT INFORMATION VERIFICATION QUESTION)

☐ THIS IS NOT CORRECT (**Ask:** Can you please provide the correct contact information?)

INTERVIEWER: CHECK BOX OR ENTER UPDATED ADDRESS

☐ RESPONDENT WISHES TO REMOVE THIS CONTACT FROM CONTACT FILE

FIRST NAME: _____

LAST NAME: _____

RELATIONSHIP: _____

STREET: _____

APARTMENT/UNIT #: _____

CITY: _____

STATE: _____

ZIP: _____

PRIMARY PHONE: _____

☐ CELL ☐ HOME ☐ WORK ☐ OTHER ☐ DON'T KNOW

SECONDARY PHONE: _____

☐ CELL ☐ HOME ☐ WORK ☐ OTHER ☐ DON'T KNOW

EMAIL: _____

The contact information for the **second best person** to know how and where to reach you is:

NAME: (NAME)

RELATIONSHIP: (RELATIONSHIP)

ADDRESS: (ADDRESS)

PRIMARY PHONE NUMBER: (PRIMARY PHONE NUMBER)

SECONDARY PHONE NUMBER: (SECONDARY PHONE NUMBER)

EMAIL: (EMAIL ADDRESS)

Is this correct?

- ☐ THIS IS CORRECT (**GO TO THIRD BEST PERSON CONTACT INFORMATION VERIFICATION QUESTION**)
- ☐ THIS IS NOT CORRECT (**Ask:** Can you please provide the correct contact information?)

INTERVIEWER: CHECK BOX OR ENTER UPDATED ADDRESS

☐ RESPONDENT WISHES TO REMOVE THIS CONTACT FROM CONTACT FILE

FIRST NAME: _____
LAST NAME: _____
RELATIONSHIP: _____
STREET: _____
APARTMENT/UNIT #: _____
CITY: _____
STATE: _____
ZIP: _____
PRIMARY PHONE: _____

☐ CELL ☐ HOME ☐ WORK ☐ OTHER ☐ DON'T KNOW
SECONDARY PHONE: _____

☐ CELL ☐ HOME ☐ WORK ☐ OTHER ☐ DON'T KNOW
EMAIL: _____

The contact information for the **third best person** to know how and where to reach you is:

NAME: (NAME)

RELATIONSHIP: (RELATIONSHIP)

ADDRESS: (ADDRESS)

PRIMARY PHONE NUMBER: (PRIMARY PHONE NUMBER)

SECONDARY PHONE NUMBER: (SECONDARY PHONE NUMBER)

EMAIL: (EMAIL ADDRESS)

Is this correct?

- ☐ THIS IS CORRECT (**GO TO CONTACT REVIEW PAGE**)
- ☐ THIS IS **NOT** CORRECT (**Ask:** Can you please provide the correct contact information?)

INTERVIEWER: CHECK BOX OR ENTER UPDATED ADDRESS

☐ RESPONDENT WISHES TO REMOVE THIS CONTACT FROM CONTACT FILE

FIRST NAME: _____
LAST NAME: _____
RELATIONSHIP: _____
STREET: _____
APARTMENT/UNIT #: _____
CITY: _____
STATE: _____
ZIP: _____
PRIMARY PHONE: _____

☐ CELL ☐ HOME ☐ WORK ☐ OTHER ☐ DON'T KNOW
SECONDARY PHONE: _____

☐ CELL ☐ HOME ☐ WORK ☐ OTHER ☐ DON'T KNOW
EMAIL: _____

Thank you for updating your information. Please let me review and verify that the information we have on file for you is accurate. If anything is incorrect, please let me know.

INTERVIEWER: IF ANYTHING IS INCORRECT, USE THE BACK BUTTON TO GO BACK AND CORRECT THE INFORMATION ACCORDINGLY.

We have your NAME as: (NAME)

We have your ADDRESS as: (ADDRESS)

We have your MAILING ADDRESS as: (MAILING ADDRESS)

We have your primary PHONE NUMBER as: (PRIMARY PHONE NUMBER)

We have your primary EMAIL Address as: (PRIMARY EMAIL ADDRESS)

The contact information for the **best person** to know how and where to reach you is:

Name: (NAME)

Relationship: (RELATIONSHIP)

Address: (ADDRESS)

Primary phone number: (PRIMARY PHONE NUMBER)

Secondary phone number: (SECONDARY PHONE NUMBER)

Email: (EMAIL)

The contact information for the **second best person** to know how and where to reach you is:

Name: (NAME)

Relationship: (RELATIONSHIP)

Address: (ADDRESS)

Primary phone number: (PRIMARY PHONE NUMBER)

Secondary phone number: (SECONDARY PHONE NUMBER)

Email: (EMAIL)

The contact information for the **third best person** to know how and where to reach you is:

Name: (NAME)

Relationship: (RELATIONSHIP)

Address: (ADDRESS)

Primary phone number: (PRIMARY PHONE NUMBER)

Secondary phone number: (SECONDARY PHONE NUMBER)

Email: (EMAIL)

Thank you for your time today. We will be in touch again about 6 months from now, beginning in May 2023 to conduct the survey. You will receive an email with a link to redeem your gift card valued at \$10.