

SCREENING RECRUITMENT PHONE CALL SCRIPT FOR YOUNG ADULT PARTICIPANTS

Hi [NAME],

I'm [RESEARCHER'S NAME] from the Urban Institute calling about your interest in the Young Adult Services Study, or YASS for short.

Thank you for your interest in participating either in a small group or one-on-one discussion with the Urban Institute as part of the study. I would like to ask you a few questions to make sure you are eligible to participate and are able to meet at a scheduled time.

1. Are you 18 years or older? *[If yes, continue; If no, STOP and go to END]*
2. Are you currently living in the community, meaning you are **not** living in a restricted setting such as incarceration, residential treatment, or hospitalization? *[If yes, continue; If no, STOP and go to END]*
3. Do you have access to the technology required to participate in a one-on-one or small group discussion by Zoom or phone? *[If yes, continue; If no, STOP and go to END]*
 - a. *If participant is unsure, provide examples of adequate technology, including Wi-Fi access, computer, tablet, unrestricted data plan/minutes and ask if any of these are accessible to them*
4. Are you able to participate in a one-on-one or small group discussion in a private setting, where others will not be able to hear what is being said or see the screen if a discussion takes place on Zoom? *[If yes, continue; If no, STOP and go to END]*

END *(If participant answers **no** to **any** of the above)*

Thank you for your interest in participating in the Young Adult Services Study (YASS). Unfortunately, you are not eligible to participate in a small group or one-on-one discussion at this time. We may contact you again about future opportunities to participate in this study if you become eligible. Thank you for your time and have a good day.

CONTINUE *(If participant answers **yes** to **all** of the above)*

Thank you for answering all my questions and confirming your eligibility to participate in the study. We can now move forward with scheduling a time for a one-on-one interview or group discussion. These interviews and group discussions will be conducted via Zoom or over the phone. We ask that you please participate in the discussion from a private location to ensure your privacy and, if you are participating in a small group discussion, the privacy of others in the

discussion. Additionally, you may select an alias (i.e., alternative name) to mask your identity to the group. After our call I will send you an email with step-by-step instructions on how to create an alias in Zoom.

If you are participating in a small group discussion, we will ask you and other participants to not discuss anything outside the group. We also request that participants do not take screenshots or record the conversation. While those on the research team promise to respect your privacy, we must note that your fellow participants may not and advise you to moderate your responses due to the fact that not all participants might follow these guidelines. Additionally, we ask that you do not use your real name, or the real names of others, in discussions to maintain the privacy of your responses.

As a reminder, your participation is voluntary. You can choose not to answer any question or participate at all. There will be no consequences to you if you choose not to participate.

If you are still interested in participating, can you let me know if you are you free any of the following times within the next week? If not, what times might work best for you?

Schedule		
Name of participant:		
Month, Year	Session type (1:1 or FGD)	Availability? (Yes/No)
Available Timeslots		
Month, Day XX:XX.am/pm		
Month, Day XX:XX.am/pm		

[If none of the times work, or if the available session types do not align with respondent's preferences (i.e. want a one-on-one but only focus groups are available)]

I'm sorry none of the options work for you. If you want, I can contact you in the future if more sessions open up. Do I have your permission to email or call you for a future session?

Yes to future contact No to future contact

Telephone/Text/Email 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. Would you prefer to receive an appointment confirmation through a phone call, text, or email? *[If phone call or text]* Is this the best telephone number to reach you? If not, please provide an alternative number or contact information.

Preferred telephone number: _____

May we leave a voice mail that mentions the Urban Institute at this number?

Yes No

If this is a cell phone, do I have your permission to send you a text message reminder?

Yes No

[If email and this call is in response to participant interest expressed via email] Is the email you used to contact us regarding your interest in this study the best email to reach you? If not, please provide an alternative email.

[If email and this is the participants first time contacting Urban expressing interest in the study] What is the best email to reach you?

Preferred email address: _____

Gift Card Confirmation

We plan to send you a \$25 gift card as a thank you for participating. *[If receiving email confirmation]* Is the email you provided the best email to send this gift card to? If not, please provide an alternative email address. *[If not receiving email confirmation]* What email is the best 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?

STREET ADDRESS	
APT	
CITY	
STATE	
ZIP	

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: [RESEARCHER NAME], XXX-XXX-XXXX

ZOOM INSTRUCTIONS EMAIL

Hello [NAME],

Thank you for speaking with me today about your interest in participating in a [insert as appropriate: one-on-one or small group discussion] with the Urban Institute for the Young Adults Survey Study (YASS). As discussed on the call, you may select an alias (i.e., alternative name) on Zoom to mask your identity to during the discussion. Please note that before joining a discussion via Zoom you will need to download the Zoom application on the device with which you plan to participate. Instructions on how to download the application can be found here:

<https://zoom.us/download>.

The instructions to create an alias on Zoom are as follows:

If you already have a Zoom account -

1. Before logging onto a discussion via Zoom, please log into your Zoom account via the Zoom website: <https://zoom.us>.
2. Once logged on, please go to "My Account" and then click the "Profile" section.
3. Click the "edit" button where your name appears and change the "Display Name" to whatever alias you would like to use for the discussion.
4. Once done click "Save Changes."

If you do **not** have a Zoom account -

1. Click the "Join a Meeting" button on the Zoom application
2. The next page will prompt you to enter the Meeting ID and your name
3. Please enter whatever alias you would like to use for the discussion in the "Name" box
4. Click "Join" to enter the Zoom discussion with your alias name

We will also give out instructions on how to create an alias at the beginning of your scheduled discussion in case you forget to change your name beforehand. If you have any questions, please feel free to reply to this email.

[INTERVIEWER NAME]

CONFIRMATION MESSAGES

[INTERVIEWER: Please use the below message that corresponds with the type of confirmation message the program participant indicated they would like to receive during the initial screening call.]

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 VIRTUAL INTERVIEW/FOCUS GROUP] to complete an [INTERVIEW/FOCUS GROUP] that will last no longer than 90 minutes. You will receive a \$25 gift card as a thank you for your participation in this [INTERVIEW/FOCUS GROUP]. Does this time still work for you?

CONFIRMATION TEXT

This is [INTERVIEWER NAME] and I'm texting 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 VIRTUAL INTERVIEW/FOCUS GROUP] to complete an [INTERVIEW/FOCUS GROUP] that will last no longer than 90 minutes. You will receive a \$25 gift card as a thank you for your participation in this [INTERVIEW/FOCUS GROUP]. Does this time still work for you?

CONFIRMATION EMAIL

Hi [NAME],

My name is [INTERVIEWER NAME] and I'm emailing 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 VIRTUAL INTERVIEW/FOCUS GROUP] to complete an [INTERVIEW/FOCUS GROUP] that will last no longer than 90 minutes. You will receive a \$25 gift card as a thank you for your participation in this [INTERVIEW/FOCUS GROUP]. If this time no longer works for you, please reply back and let us know.

[INTERVIEWER NAME]

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.