

# Appendix E. Outreach Phone Call for Parents/Program Participants – Project Connect

## 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, a nonprofit policy research organization based in Washington, DC. I am calling about the [insert name of program] study, which we are working in 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 back 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 or over the phone. You have no obligation to participate, but would you be interested in scheduling a time to talk with us?

[If yes] 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] You have no obligation to participate, but would you be interested in scheduling a time to talk with us?

[If yes] We will be coming to Rhode Island to hold these in person. Although we will have COVID protocols in place such as testing by the research team, masking if requested by the participants, and social distancing if possible, we cannot completely eliminate the risk of COVID or another illness transmission. Masks are optional and some participants may choose to wear masks while some might not, and both options are welcome.

We will be holding interviews at [insert location] on [insert dates/time]. We will be holding discussion groups at [insert location] on [insert dates/time]. The small group discussion will take an hour and a half and there will be 6-8 participants. Is there one you'd prefer or that would work for you? If none of those options work, we can also conduct an interview virtually.

### 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
--------------	--------------

Alternate Telephone Number:

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

<b>ALTERNATE PHONE</b>	
------------------------	--

*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]?

[if virtual] 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 \$50 gift card as a thank you for your participation in this [INTERVIEW/FOCUS GROUP].

[if in person] My name is [INTERVIEWER NAME] and I'm calling to remind you of an upcoming [INTERVIEW/DISCUSSION GROUP] on [INSERT DATE AND TIME] at [INSERT LOCATION]. The [INTERVIEW/FOCUS GROUP] 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].

Does this time still work for you and do you have any questions?

---

*[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.*

*[If being conducted in person] 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. If they cannot make any of the other times, you should discuss the option for a virtual interview or discussion group.*