

Appendix B

Participant scheduling scripts and supplemental contact materials

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B.1 Provider recruitment, scheduling, and follow-up communications

Initial provider email or text if unable to reach by phone

Hello, [PROVIDER NAME], my name is [INTERVIEWER NAME]. [TRUSTED PARTNER CONTACT] told us you might be interested in a study we are conducting. I'd like to tell you about the study, answer your questions, and give you a chance to see if this is something you would like to participate in. This call should take about 20 minutes. Can you please let me know when you'd be available to talk?

(Omit if texting): Also, can you please let me know the best phone number for me to call you? I've tried [PHONE NUMBER] but haven't been able to get in touch with you that way. Thank you!

Provider call script that takes place after screener

A. If we aren't including them in the study

Hello, [PROVIDER NAME], I'm calling you back about Home-Based Child Care Practices and Experiences Study. I want to thank you for taking the time to talk with me [*yesterday/last week*]. We are only able to include a small number of people in this study and are looking for a wide variety of participants and unfortunately, we are unable to include you in the study at this time. If something changes, we will follow up to see if you are still interested. However, the research team working on this study is also planning other studies about home-based child care providers and you might be a good fit for one of those studies. Is it ok if we contact you again about possible future studies? Thank you for your time.

B. If we are including them (but had to call back instead of proceeding immediately after screener)

Hello, [PROVIDER NAME], I'm calling you back about your participation in the Home-Based Child Care Practices and Experiences Study. You have been selected to participate in the study! As a reminder, we hope the study will help people understand the important work that people like you do in caring for and supporting children and families. Do you have a minute or two to talk to me right now?

IF NO:

I understand. Is there a good time for me to call back?

IF YES:

Thank you again for taking the time to talk with me [*yesterday/last week*]. When we spoke, you expressed some interest in participating in our study.

(Can cut some of this short if it's only been a day or provider clearly remembers these details): As a reminder, your participation in this project would include three main activities:

1. The first activity is a one-and-a-half-hour interview over the phone
2. The second activity includes you recording your reflections and thoughts and taking photographs over a 4-week period, after a call where we'd go over how to do these
3. And finally, there is a second interview, which would take one-and-a-half hours, over Zoom

We will keep your participation private, and we will only use your responses for research purposes and in ways that will not reveal who you are. We will send you gift cards (a total of \$250 if you participate in all of these activities) as a thank you and to acknowledge the time and effort you are taking to participate in the study. Your participation is completely up to you and voluntary. Are you still interested in participating?

- *(If no interest at all):* Thank you for letting me know. Can you tell me your reason for not wanting to participate? *(Try to address concerns; if still no interest):* We understand, thank you for your time and won't contact you further.
- *(If unsure):* Can you tell me what concerns you have? *(Try to address concerns)*
- *(If interested):* Great! Do you have any questions for me about this study? *(Answer any questions)*

C. Scheduling provider interview #1

START HERE IF CLEARLY ELIGIBLE ON SCREENER CALL AND WE ARE PROCEEDING TO NEXT STEP IMMEDIATELY:

We would like to schedule the first telephone interview, which will take one-and-a-half hours. What days and times would work best for you?

(Schedule date and time that works for both of you: _____)

Thank you, I look forward to talking to you then and learning more about your experiences! What is the best way for me to confirm this appointment and send a reminder?

(Email address or note if can text to phone number we called them at: _____)

(Collect email address, if possible, it is the easiest way to confirm appointment and send consent statement)

We will plan to do the first interview over the phone, like we're doing for this call. Should we call you at this number? *(Confirm we should call same phone number)*

(If provider has concerns about length of phone call and issue is limits or charges involving minutes on their cell phone plan): We understand your concern, this has come up before. We can send you an extra gift card to cover the cost of the minutes. Would that work?

D. Wrap-up:

Thank you! Do you have any other questions for me today? *(Answer any questions)*

I look forward to speaking with you on [DATE/TIME OF FIRST INTERVIEW]. Please reach out to me if you have any [additional] questions! *(Confirm provider has your study phone number and email address)*

B.2 Weekly provider check-in scripts during photo/audio journal period

Weekly provider check-in scripts during photo/audio journal period

(Use modes of communication preferred by provider – which might involve calling/texting to regular phone or study phone – although if they do not respond to those modes, try other ways to reach them)

A. First check-in (Monday morning or day that is start of their first journal “week”)

The prompts for this week are ready for you in the EthOS app. Please complete them throughout the next week and let me know if you have any questions. Thanks!

(During weeks 2-4, if not all prompts from the previous week were completed): Although we’re asking you to focus on this week’s prompts, if you’d like to go back and finish any prompts from last week, they are still available in the EthOS app.

B. Second check-in (Wednesday afternoon or 2 days after the “week” starts)

1. If entries look good:

(If some prompts have been completed but not all): Thank you for your photos and audio journal entries so far this week. We look forward to seeing the rest of your submissions by the end of this week. Please let me know if you have any questions. Thanks!

(If all prompts for the week are complete): Thank you for your photos and audio journal entries this week. On Monday *(or start day for week 2)* morning we’ll open up the prompts for the next week, and let you know then. Thanks!

2. If submitted entries, but we can’t use them:

- We saw that you tried to submit an entry, but there was nothing on it. We hope you could try again. Let me know if you need any support!
- We saw that you submitted a photograph, but it looks really *[dark, blurry, other descriptor]*.
 - Was that the photograph you intended to submit?
 - Next time, can you try ...
- *(If not getting a lot of detail in their journal entries):* Thank you so much for your entry, that is helpful to hear about! Next time can you give us some more details, or some examples?
- *(DO NOT otherwise suggest they make any changes to the content of their entries; we are trying to avoid influencing their decisions about what topics to cover or how they cover them)*

Do you have any questions for me about these activities?

3. If no entries have been submitted:

I noticed that you haven’t responded to any of the prompts so far this week...

- Is everything going ok?
- Is the phone working ok? Are you able to open and use the EthOS app?
- Do you need any help completing the prompts?

- Do you have any questions for me about the prompts?

(Assuming they can submit entries in the upcoming week): That’s no problem, we can extend the current week’s entries, and then once you’ve done those, we’ll open up the next week’s prompts.

C. Third check-in (Friday afternoon or last day of “week”)

(Use prompts from the second weekly check-in as needed if they have submitted entries since then)

(If not all prompts for the week are complete): The week is almost over. Please remember to submit your entries by Sunday (or day before new “week” begins) evening since new prompts will be ready for you on Monday (or day of new “week”) morning. Thanks!

(If all prompts for the week are complete): We’ll open up the prompts for the next week on Monday (or day of new “week”) morning and let you know then. Thank you for submissions so far!

(If the end of the fourth week and all prompts are complete): Thank you for all your submissions these past few weeks!

D. Checking in family member consent and contact forms and community member contacts

*(As needed during first couple weeks of journal period, after following up about the photo and audio journal entries; if mentioning family member or community member names or any other private information, only do so over the phone, **not** by text or email)*

- *(If they have taken photos of all family consents—and child assents if applicable—and contact forms):* Thanks for sending in the family consent and contact forms signed by the parents! We are going to reach out to them [*if more than two: two of them*] to see if they’d like to talk to us.
- *(If they have taken photos of all community contact forms):* Thanks for sending the community contact form for community members! We are going to reach out to one of them to see if they’d like to talk to us.
- *(If they have taken photos of some family consents/child assents and contact forms – can compare to what we know from provider interview #1):* Thanks for sending in family consent and contact forms signed by the parents! It looks like some are still missing: (*Summarize missing ones but do **not** use any names unless talking on phone*). Did you have a chance to give the forms to the parents of those children?
- *(If they have not taken any photos of family consents and contact forms):* I wanted to check in about the family consent and contact forms for the parents – have they signed those? As soon as you have the chance, can you take photos of them in EthOS? Please let me know if you have any questions.
- *(If they have submitted photos with children but there are no photos of family consents—or child assents if applicable—or more children in the photos than there are consent forms)* I wanted to check in about the photo(s) you submitted that have children in them. I don’t see any (or not enough) photos of consent forms in EthOS. Do you have those forms? Can you submit photos of the forms in EthOS as soon as possible? Please let me know if you have any questions.
- *(If they have not taken any photos of community contact forms):* I wanted to check in about contact information for the community members we discussed. As soon as you have a chance, can you ask if

they are willing to be contacted? Once you get their permission, please write down their contact information on the community contact form and upload it through EthOS. Let me know if you have any questions about this.

- *(If we need to get family and community contact information over the phone but were not able to get it during provider interview #2):* I wanted to check in about contact information for the family and community members. As soon as you have a chance, can you ask if they're willing to be contacted? Once you get their permission, please write down their information on the forms we gave you and give me a call so I can get it from you over the phone. Let me know if you have any questions about this.

E. Scheduling provider interview #2

(During fourth week of journal period, although can schedule during third week if it seems like provider would need more lead time to schedule; the following can be arranged by text or call depending on provider preferences)

- Thank you so much for all the time you have taken so far to complete the audio and photo journal entries! This is the final week of this study activity. The last part of this study is a final interview that will last an hour and a half. What date and time would work best for you next week?
- *(If there is no 90-minute block of time when they're available):* That's no problem, we could talk for 45 minutes and then schedule another time to talk. Would that work?
- For this interview we would like to use Zoom. You can choose to use the study phone, which has the Zoom app on it, or your regular phone or computer. Have you used Zoom before? Are you comfortable using it for our next call?
- *(If able to do a Zoom call):* For this interview, we will share our screen to show the photographs you've been taking and ask you some questions about them. We'll also be able to use video, although you can decide if you feel comfortable sharing your video or not. You'll just need to enter a meeting ID and code, which I'll send you, or sometimes you can just click on a meeting link and it will allow you to join the Zoom meeting that way. The "Study Phone, EthOS, and Zoom Guide" also has instructions and I'm happy to answer any questions you have. Do you have any questions about this?
(Send them Zoom link either via email or text)
- *(If they cannot do Zoom, and only want to do interview #2 by phone):* For this interview, you will need your study phone so we can look at and talk about the photographs that you took. You can use your personal phone if you prefer for the interview but please have your study phone nearby so you can pull up the photos that you took. Do you have any questions about this?

B.3. Family member scripts to schedule interview

Family member scripts to schedule interview

A. Agreement to participate

Hello, [FAMILY MEMBER NAME], my name is [INTERVIEWER NAME]. [PROVIDER NAME] told us you might be interested in participating in an interview for our study. Do you have a minute or two to talk to me right now about the study?

IF NO:

- I understand. Is there a good time for me to call back?

IF YES:

- We are calling this the Home-Based Child Care Practices and Experiences Study. We hope the study will help people understand the important work that people like [PROVIDER NAME] do and the ways they support children and families. This includes learning more about the experiences of families like yours with this kind of child care and what they look for and value in child care overall. The interview would take approximately 1 hour and we can schedule it for a time that is convenient for you. Participation in the study is completely up to you and voluntary. Everything we discuss will be private and will not be shared with [PROVIDER NAME]. As a thank you for your participation, we are offering a \$50 gift card for completing the interview.

Do you have any questions? (*Answer questions*) Are you interested in participating in this interview?

- (*If no interest at all*): Thank you for letting me know. If you feel comfortable, can you please tell me your reason for not wanting to participate? (*Try to address concerns; if still no interest*): We understand and won't contact you further.
- (*If unsure*): I understand. Do you have any specific concerns or doubts you'd like to talk about? (*Try to address concerns; if still no interest*): How about I check in with you in a few days once you've had a chance to think about it? (*If no interest*): We understand and won't contact you further.
- (*If interested*): Thank you so much for agreeing to participate in the interview!

B. Scheduling interview

Can you please suggest some dates and times during the next week or two when you will be available to complete the interview?

(*Schedule time that works for both of you: _____*)

Thank you, I look forward to talking to you then! What is the best way for me to confirm this interview and send a reminder? (*Find out if this is emailing, texting, or calling*)

(*Record email or phone number: _____*)

We will do the interview over the phone, like we're doing for this call. Should we call you at this number? (*Confirm we should call same phone number*)

(*If family member has concerns about length of phone call and issue is limits or charges involving minutes on their cell phone plan*): We understand your concern, this has come up before. We can send you an extra gift card to cover the cost of the minutes. Would that work?

Do you have any other questions for me? *(Answer any questions)*

I look forward to speaking with you on [DATE OF INTERVIEW] and please reach out to me if you have any *[additional]* questions!

(If not comfortable—completely unable to use their own phone for the interview): I understand. We will see what we can do to make this work for you. Is there anything you've done when you've needed to make a long phone call that we could try? I will follow up with you.

Do you have any other questions for me? *(Answer any questions)*

I look forward to speaking with you on [DATE OF INTERVIEW] and please reach out to me if you have any *[additional]* questions!

Initial family member email if unable to reach by phone

Hello, [FAMILY MEMBER NAME], my name is [INTERVIEWER NAME]. [PROVIDER NAME] told us you might be interested in participating in an interview for our study. I'd like to tell you about the study, answer your questions, and give you a chance to see if this is something you would like to participate in. This call should only take a few minutes. Can you please let me know when you'd be available to talk?

Also, can you please let me know the best phone number for me to call you? I've tried [PHONE NUMBER] but haven't been able to get in touch with you that way. Thank you!

B.4. Community member scripts to schedule interview

Community member scripts to schedule interview

A. Agreement to participate

Hello, [COMMUNITY MEMBER NAME], my name is [INTERVIEWER NAME]. [PROVIDER NAME] told us you might be interested in participating in an interview for our study. Do you have a minute or two to talk to me right now about the study?

IF NO:

- I understand. Is there a good time for me to call back?

IF YES:

- We are calling this the Home-Based Child Care Practices and Experiences Study. We hope the study will help people understand the important work that people like [PROVIDER NAME] do and the ways they support children and families. This includes learning more about the supports and resources that providers like [PROVIDER NAME] receive from people like you.

The interview would take approximately 30 minutes and we can schedule it for a time that is convenient for you. Participation in the study is completely up to you and voluntary. Everything we discuss will be private and will not be shared with [PROVIDER NAME]. As a thank you for your participation, we are offering a \$25 gift card for completing the interview.

Do you have any questions? (*Answer questions*) Are you interested in participating in this interview?

- (*If no interest at all*): Thank you for letting me know. If you feel comfortable, can you please tell me your reason for not wanting to participate? (*Try to address concerns; if still no interest*): We understand and won't contact you further.
- (*If unsure*): I understand. Do you have any specific concerns or doubts you'd like to talk about? (*Try to address concerns; if still no interest*): How about I check in with you in a few days once you've had a chance to think about it? (*If no interest*): We understand and won't contact you further.
- (*If interested*): Thank you so much for agreeing to participate in the interview!

B. Scheduling interview

Can you please suggest some dates and times during the next week or two when you will be available to complete the interview?

(*Schedule time that works for both of you: _____*)

Thank you, I look forward to talking to you then! What is the best way for me to confirm this interview and send a reminder? (*Find out if this is emailing, texting, or calling*)

(*Record email or phone number: _____*)

For the interview, we will plan to call you directly and do the interview over the phone, like we're doing for this call. Should we call you at this number? (*Confirm we should call same phone number*)

(*If community member has concerns about length of phone call and issue is limits or charges involving minutes on their cell phone plan*): We understand your concern, this has come up before. We can send you an extra gift card to cover the cost of the minutes. Would that work?

Do you have any other questions for me? *(Answer any questions)*

I look forward to speaking with you on [DATE OF INTERVIEW] and please reach out to me if you have any *[additional]* questions!

(If not comfortable—completely unable to use their own phone for the interview): I understand. We will see what we can do to make this work for you. Is there anything you've done when you've needed to make a long phone call that we could try? I will follow up with you.

Do you have any other questions for me? *(Answer any questions)*

I look forward to speaking with you on [DATE OF INTERVIEW] and please reach out to me if you have any *[additional]* questions!

Initial community member email if unable to reach by phone

Hello, [COMMUNITY MEMBER NAME], my name is [INTERVIEWER NAME]. [PROVIDER NAME] told us you might be interested in participating in an interview for our study. I'd like to tell you about the study, answer your questions, and give you a chance to see if this is something you would like to participate in. This call should only take a few minutes. Can you please let me know when you'd be available to talk?

Also, can you please let me know the best phone number for me to call you? I've tried [PHONE NUMBER] but haven't been able to get in touch with you that way. Thank you!

B.5. Interview reminders for providers, family members, and community members

Interview reminders for providers, family members, and community members

A. Email reminder

Subject: Reminder for upcoming interview for the Home-Based Child Care Practices and Experiences Study

Dear [PARTICIPANT NAME],

Thank you again for agreeing to participate in an interview for the Home-Based Child Care Practices and Experiences Study. This is a reminder that your telephone interview will take place on [DAY], [DATE], from [START TIME] to [END TIME] [TIME ZONE].

(If we are calling participant on their own phone – this should be provider interview #1, provider logistics call, family member interview, and community member interview):

At the time of the interview, we will call you at [PHONE NUMBER].

(For provider interview #2 only: if participant is using study phone):

At the time of the interview, please open the Zoom app on the phone we sent you. Enter this meeting ID: [MEETING ID]

On the next screen, enter this passcode: [CODE]

(For provider interview #2 only: if participant is using their own phone/computer and agreed to use Zoom):

At the time of the interview, please join the Zoom call by clicking on this link: [ZOOM LINK]

(Include for provider interview #1, family member interview, and community member interview if we are sending consent statement by email): Attached is a copy of the consent information that explains your participation in the research project and how the information you share will be collected, stored, and used in the project. We will go over this at the beginning of the interview.

(Include for provider logistics call): It looks like the FedEx package was delivered. Can you confirm you received the study phone and materials that we sent?

If you have any questions or concerns, please feel free to contact me. Thank you again, and I look forward to speaking with you on [DATE] at [TIME]!

Sincerely,

[INTERVIEWER NAME]

B. Text reminder

Hello [PARTICIPANT NAME]: This is a reminder that your telephone interview will take place on [DAY], [DATE], from [START TIME] to [END TIME] [TIME ZONE]. Thank you again for agreeing to participate in an interview!

(If we are calling participant on their own phone – this should be provider interview #1, provider logistics call, family member interview, and community member interview):

At the time of the interview, we will call you at [PHONE NUMBER].

(For provider interview #2 only):

At the time of the interview, please join the Zoom call by clicking on this link: [ZOOM LINK]

(Include for provider logistics call): It looks like the FedEx package was delivered. Can you confirm you received the study phone and materials that we sent?

If you have any questions or concerns, please feel free to contact me!

[INTERVIEWER NAME]

B.6 Rescheduling interview for providers, family members, and community members

Rescheduling interview for providers, family members, and community members

A. Email

Subject: Rescheduling interview for the Home-Based Child Care Practices and Experiences Study

Dear [PARTICIPANT NAME],

I am sorry we missed you for your interview on [DAY], [DATE], from [START TIME] to [END TIME] [TIME ZONE]. I wanted to follow up with you to confirm that everything is OK.

We would love to hear from you and are happy to reschedule the interview. Can you please reach out to me so we can reconnect and reschedule? And if you have any questions or concerns about participating in the study, please feel free to contact me.

I look forward to hearing back from you.

Sincerely,

[INTERVIEWER NAME]

B. Text

Hello [PARTICIPANT NAME],

I'm sorry we missed you for your interview today. We would love to hear from you and are happy to reschedule. Can you let me know what would work for you? Let me know if you have any questions or concerns.

Best,

[INTERVIEWER NAME]

C. Phone call

Hi [PARTICIPANT NAME],

This is [INTERVIEWER NAME] with the Home-Based Child Care Practices and Experiences Study. I'm sorry we missed you for your interview today. I wanted to check that everything is OK?

We would love to hear from you and are happy to reschedule. Can you please suggest some dates and times during the next week or two when you will be available to complete the interview?

(Schedule time that works for both of you: _____)

Thank you, I look forward to talking to you then! Is [email/text/phone call] still the best way for me to confirm the interview and send a reminder?

(Record email or phone number: _____)

D. Voicemail

Hi [PARTICIPANT NAME],

This is [INTERVIEWER NAME] with the Home-Based Child Care Practices and Experiences Study. I'm sorry we missed you for your interview today. I wanted to check that everything is OK. We would love to hear from you and are happy to reschedule. Please let me know what would work for you and we can find a new time to chat. I am also happy to answer any questions or discuss any concerns about participating you may have. Feel free to call me back at [PHONE] or email me at [EMAIL]. Thanks!

B.7 Thank you notes for providers, family members, and community members

Thank you notes for providers, family members, and community members

A. Provider interview #1

Thank you for completing your first interview for the Home-Based Child Care Practices and Experiences (HBCC P&E) Study. Enclosed is a \$75 gift card as a token of our appreciation. We look forward to our next interview and continuing our conversations.

B. Provider photo and audio journals

Thank you for completing your photos and audio journals for the Home-Based Child Care Practices and Experiences (HBCC P&E) Study. Enclosed is a \$100 gift card as a token of our appreciation.

C. Provider interview #2

Thank you for completing your second interview for the Home-Based Child Care Practices and Experiences (HBCC P&E) Study. Enclosed is a \$75 gift card as a token of our appreciation.

D. Family member interview

Thank you for completing an interview for the Home-Based Child Care Practices and Experiences (HBCC P&E) Study. Enclosed is a \$50 gift card as a token of our appreciation.

E. Community member interview

Thank you for completing an interview for the Home-Based Child Care Practices and Experiences (HBCC P&E) Study. Enclosed is a \$25 gift card as a token of our appreciation.

F. Provider feedback focus group

Thank you for participating in a focus group for the Home-Based Child Care Practices and Experiences (HBCC P&E). Enclosed is a \$50 gift card as a token of our appreciation.