



OMB Clearance Package

**Study of Post-Disaster Outcomes of Renter Households and Rental Housing
U.S. Department of Housing and Urban Development
Community Development Block Grants - Disaster Recovery (CDBG-DR)**

Appendix K: Focus group screening script

DRAFT FOR HUD REVIEW

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Appendix K. Focus group screening script

Scenario #1: Incoming calls

Hello. Are you calling about the focus groups? Great—my name is [name] and I would like to tell you a little bit more about them and how you can sign up. Can you tell me how you heard about the focus group? Thank you. First, I want to make sure that you are eligible. Can you tell me:

1. Are you older than 18 years of age? [ELIGIBLE IF 18 or older, if yes continue to question no. 2]
 2. Are you a [landlord/renter] in the [community name] area? [ELIGIBLE IF answered yes]
 3. Did you live or work in the [community name] area at the time of the [main disaster] in [Month, Year]? [ELIGIBLE IF answered yes]
- If NOT ELIGIBLE:

Unfortunately, you do not qualify for these focus groups. But thank you for your interest in the groups, and have a nice day.

- IF ELIGIBLE:

Great, you qualify to participate in our focus groups, so here is what you need to know: Focus groups are small, casual discussion groups about a specific topic. The focus groups I'm signing people up for now are being run by my research team at the Urban Institute. The Urban Institute is a non-profit research organization in Washington, D.C. We are funded by the U.S. Department of Housing and Urban Development to conduct a study about disaster recovery outcomes for rental housing, renter households, and affordable housing residents. This is the topic that will be discussed at the focus groups.

If you decide to be part of a focus group, we will give you a \$50 gift card and refreshments to thank you for participating. The group meeting will last for about two hours and will be held at [location] on [date] at [time]. Just so you know, we would like to record the focus group to help us with notes, but we will not share this with anyone outside the research team, and the recording will be destroyed as soon as our notes are clean. How does that all sound?

Are you interested in hearing more about the group or signing up?

If person says NO-> Ok, I understand. If you change your mind, you can give me a call back. Thank you very much for your time today.

If person says YES -> Okay, here's some additional information. If you agree to be part of the group, you will need to be at the focus group for about two hours, not including any travel time to and from the focus group location. Please keep in mind that we cannot provide child care during the focus group for toddlers or older children, but small babies in arms are welcome.

There is no known risk to you for participating in the focus group, but there may be questions that you think are sensitive, such as those related to your experiences with rental housing or experiences after [disaster name]. You do not have to answer these questions if you do not want to.

Being part of this focus group discussion may not benefit you directly, but your comments will help inform future program planning at HUD to reduce negative impacts on rental housing and renter populations in communities affected by disasters.

The information you share with us will be confidential. This means that when we write reports about what we hear during focus groups, nobody's name will appear, and nothing you say will be connected to you. Participation is voluntary and there will be no penalty if you decide not to participate. If you agree to participate, you must also agree to not share anything that other focus group participants talk about after the group, so that their confidentiality is also protected.

How does this sound to you? Would you like to participate in the focus group?

If person says YES -> Great! We look forward to meeting you on [date] at [location], at [time]. Please write this information down. We would also like to give you a reminder call, text, or email a few days before the focus group—is that okay? Which one of these options do you prefer—call, text, or email? Which number [email address] should we use? [Record first name, first initial of last name, and phone/email address.]
Have a good day!

If person says MAYBE-> Can I tell you a little bit more about the focus group to help you decide? What questions do you have? [Answer questions that potential participant has. Ask about participation again and proceed to script for YES or NO response once they decide.]

If person says NO-> Ok, I understand. If you change your mind, you can give me a call back. Thank you very much for your time today.

Scenario #2: A potential participant leaves a voicemail message and researcher is returning the call (*Note: if the potential participant does not answer, the researcher will not leave a voicemail):

Hello. May I please speak to [Name]?

- If potential participant is available, proceed using script above, in Scenario #1
- If potential participant is NOT AVAILABLE:

What would be a good time to call back to reach [Name]?

Thank you. I will call again at [time]. Thanks for your time. Goodbye.

Page Break

FOCUS GROUPS: REMINDER CALL SCRIPT - Occurs 1-2 days before focus group

(*Note: if the potential participant does not answer, the researcher will not leave a voicemail)

Hello. May I please speak to [NAME]?

- If potential participant is speaking/comes to the phone:

Hello. My name is _____. I'm calling from the Urban Institute to remind you about the upcoming focus group on [DATE, TIME] at [LOCATION].

As a reminder, we will provide refreshments and \$50 cash. The meeting will last for 1.5 to 2 hours. The discussion group will start right at [INSERT TIME]. It is very important that you show up on time.

Thank you again and the research team looks forward to seeing you on [INSERT DATE AND TIME at Location]

- If potential participant is NOT AVAILABLE:

What would be a good time to call back to reach [NAME]?

Thank you. I will call again at [TIME]. Thanks for your time. Goodbye.

