

Instrument 4

Observation Scheduling Call

Observation scheduling call

GOALS OF THE CALL:

- SCHEDULE OBSERVATION VISIT
- DESCRIBE NEXT STEPS (CONFIRMATION CALL PRIOR TO OBSERVATION)

Hello, my name is [NAME]. I am calling from Mathematica about the **Home-Based Child Care Toolkit for Nurturing School-Age Children (HBCC-NSAC Toolkit) Study** we are completing for the Administration for Children and Families of the U.S. Department of Health and Human Services.

May I please speak with [NAME]? [Confirm you are speaking to provider contact. If not available, confirm date/time for call back.]

I am calling about next steps for your participation in the **HBCC-NSAC Toolkit Study**. This call should take about 10 minutes. Because this is a federally funded study, I want to tell you that 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 collection is XXXX-XXXX and the expiration date is XX/XX/20XX.

As you may remember, a trained observer will visit and observe you caring for school-age children in your home. The observer will plan to be at your home for about 3 to 4 hours. We would like to see a typical day with school-age children, so you and the children do not need to change your routine. You may request the observation to end at any time. Information from the visit will be used to help us understand how providers like you care for children for this study and will not be shared or used for monitoring or assessment purposes. As a thank you for scheduling and allowing us to visit, you will receive a \$10 gift card at the time of the visit.

1. Can you confirm the days and times of the week you care for school-age children (ages 5 and in kindergarten, or ages 6 through 12)?
 - a. Does this schedule change over the summer? How?
2. What time do school-age children arrive? What time do they leave?
 - a. CONFIRM THERE IS A 3-4 HOUR WINDOW WHEN SCHOOL-AGE CHILDREN ARE PRESENT] To confirm, there is typically a school-age child present on [DATE/TIMES]?
3. Our trained observers will be in your area from [OBSERVATION PERIOD]. Are there any times during [OBSERVATION PERIOD] when school-age children won't be present (like during a field trip or over holiday)? What are those dates that won't work for an observation?
4. Are there times during [OBSERVATION PERIOD] when you won't be present? What are those dates?

5. Do parents drop these children off/pick children up? We may want to be there to help collect the family survey.

SET OBSERVATION VISIT DATE AND TIME.

BE SURE TO CONFIRM ADDRESS AND NUMBER OF SCHOOL-AGE CHILDREN AND OTHER IMPORTANT LOGISTICAL DETAILS (E.G., PARKING, ENTRANCE INFORMATION, ETC.).

I'd like to get some information about your home to help us prepare for the visit.

Site address:	
Access instructions: <i>(preferred entrance, additional clearance requirements, check-in/security procedures, badge required, who to ask for, etc.)</i>	
Parking: <i>(availability, location, cost if relevant)</i>	
Other notes:	

What questions do you have about the observation visit?

NEXT STEPS:

As a follow-up to this call, we'll also send you a letter explaining the observation that is addressed to families of children in your care. You can share this letter with families. Thank you for your time and willingness to help us with this important study.