

ILSAA EAA Focus Group Recruitment Script

Interpreter:

Hi, is this [name of EAA]?

My name is [name] and I am an interpreter working with the Immigration Legal Services for Afghan Arrivals Program known as ILSAA. Do you have time to speak with us today?

[if no: interpreter will communicate this to the recruiter and interpret the conversation about how/when to reach them.]

[if yes: interpreter will hand it over to the recruiter to begin the recruitment script below.]

Recruiter:

Hi, is this [name of EAA]?

[if no:] Is [name of EAA] available?

[if no: have a conversation about how/when you could reach them]

[if yes: proceed when EAA is on the phone]

My name is [name] and I am a [role] from the Immigration Legal Services for Afghan Arrivals program, known as ILSAA. Our records show that you previously worked or are currently working with one of our ILSAA attorneys. Is that correct?

We'd like to let you know about a study that ILSAA is doing to help improve our services. Would you be interested in learning more about how you could participate in this study?

[if no:] No problem—I understand and thank you for your time.

[if yes:] Great, I will go over the details.

ILSAA would like to speak to a few Afghans who have received legal services from ILSAA about their experience. We are conducting a small focus group in [LOCATION] on [DATE / TIME] where you would come in person and participate in a conversation with other Afghans.

Participating should take about an hour and a half, and you will receive a \$50 gift card for participating.

Would you be available and willing to participate in this study?

[if no:] No problem—I understand and thank you for your time.

[if yes:] Thank you—I'm glad you're interested in participating in ILSAA's study.

I'd like to share some important information about this study and what to expect if you decide to participate. Your participation in this study is voluntary and you do not have to participate.

Choosing to participate or not will not affect any services you are receiving from ILSAA. Please consider the information carefully. Feel free to ask questions before making your decision whether to participate.

The purpose of this study is to listen to and learn from Afghans who have received ILSAA legal services. You will be able to share as much as you feel comfortable and can choose not to respond to any question as well.

Everything you tell us will be kept private and the information you provide will be de-identified. This means that we will not use your name or the names of any other person or entity that you provide.

We will record the conversation on audio and then produce a written transcript, but then we will erase the recording so there is no way anybody could identify you based on your voice. We will also take written notes of your responses. Your name will not be in the transcript, our notes or any written reports we produce. Again, the information that you give in the study will be kept private.

We will produce a summary of all responses, without names, that will be shared with ILSAA representatives, the Office of Refugee Resettlement, and potentially with others as determined by ORR.

We expect this focus group will provide valuable insights for ILSAA to enhance services and may potentially lead to improved service quality and accessibility for Afghans.

Do you have any questions about anything that I've mentioned so far?

[if yes: answer questions]

If at a later time you have any questions, concerns, or complaints about the study, you may contact [name] at [phone number].

[if yes:] I am now going to read a statement to confirm your agreement to participate in the study.

I understand the information provided about the focus group. I understand and accept any associated risks. I had the opportunity to ask questions and have them answered to my satisfaction. I voluntarily agree to participate in this study.

Do you agree with the statement?

[if no:] No problem—I understand and thank you for your time.

[if yes:] Great! I will share the logistical details now if you want to write them down, but I can also follow up with an email.

Is *[email from contact list]* a good email to send the details to?

The focus group will take place at [LOCATION]. The address is [SPECIFIC ADDRESS]. Please arrive at *[time]* on *[date]* and go to *[location]*. Someone from our team will be there waiting for you when you arrive.

Thank you and we look forward to meeting you!

Script for interpreter to leave a voicemail if no answer:

Hi, this message is for [name]. My name is [name] and I am a [role] from the Immigration Legal Services for Afghan Arrivals program, known as ILSAA. We'd like to let you know about a study that ILSAA is doing to hear from Afghans about their experience with ILSAA to help improve our services. The study will involve participating in a focus group in person for approximately an hour and a half. The event will take place in [city/state], on [date] at [time]. Participants will receive a \$50 gift card. If you are interested in participating, please call back at [phone number] no later than [date] to discuss further details. Thank you, have a good day.