

## Talking Points for Calling Non-Responders to Recruitment Mailing

### Introduce yourself.

State your name. Identify yourself as with ASPIRE. As to speak to the Parent or Guardian of the youth.

Guardian on phone → Continue

Guardian available but didn't answer → Reintroduce and continue

Guardian not available → Ask for a better time when they are available to call back

Wrong number → Thank the caller and check phone number

### Context for the Call

A letter was mailed on (date) \_\_\_\_\_ from (state) ASPIRE about participation in the ASPIRE study. ASPIRE is looking to improve services for youth as they move from high school to adult life.

Being in the ASPIRE study is free and (Youth's name) will get a small gift when enrolling and when (he/she) participates in our 4 surveys. These gifts will not affect (youth's name)'s SSI benefits.

In the letter it stated that if (Name of Youth) decides to be a part of the project, that (he/she) will be placed in one of two groups: the ASPIRE Services group or the Usual Services group. (Name of Youth) will be randomly selected, so (he/she) will have a 50/50 chance of being in either group.

If (youth's name) decides to be in the study and (he/she) is randomly put in the ASPIRE Services group, (he/she) will have access expanding services, over and above what he/she is already eligible to receive

- Information to help plan for (youth's name) education and career
- An opportunity to pursue employment while in high school
- Help to understand social security, Medicaid, and more
- Money management coaching for your family
- Parent support and training

If (he/she) is put in the Usual Services group, (he/she) will continue to receive services as they do now. ASPIRE will also provide (Youth's name) with a list of resources to help (him/her) achieve (his/her) goals. Since this is a study, every youth is important. Federal and state programs want to improve services to youth. This is the chance to help that happen.

**Do you have questions?**

Answer questions.....

**Inquire if they want to learn more**

Are you and (youth's name) interested in enrolling in the ASPIRE project?

- Yes —————> Schedule a date and time for the enrollment process
- No —————> thank them for their call and if they change mind, call back
- Not sure at this time————> thank them for their call & inform them of a follow up call in a week and refer them to the ASPIRE website

Thank them for your time. We really appreciate speaking with them!