

Talking Points Informing Parent/Guardian of Random Assignment

Introduce yourself.

State your name. Identify yourself as with ASPIRE. Ask 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

Remind the parent/guardian that you are the same person from the enrollment meeting on (date) in the ASPIRE project. State the reason for calling – to inform them of the random assignment results.

Tell them which group – USUAL services or ASPIRE services the youth has been assigned to.

Remind them that they be receiving a letter in the mail which will describe this group assignment in further detail. This was discussed at the enrollment meeting some, but just as a reminder now:

If assigned to ASPIRE Services: A Case Manager will be assigned. He or she will be contacting you within 3 business days to set up your first meeting.

If assigned to Usual Services: Within the next month, (name) the youth will receive the \$40 incentive for enrolling in ASPIRE. (Name) the youth will be contacted periodically to complete the same survey as the one at enrollment. When each survey is completed, (name) the youth will receive a \$30 incentive as well.

If the parent or guardian is upset about the random assignment – see talking points below.

Remind them of the Resource List they received at Enrollment. Ask if they have questions. Offer to resend one if it has been lost.

Thank them for their time and for participating in ASPIRE.

Talking Points with Youth or Parent/Guardian Upset with Random Assignment

Youth and family members may be upset with the results of the random assignment process. It is important to be receptive and use active listening skills. Active Listening includes restating what the individual says to acknowledge that you have heard and understood his or her concerns.

Respond in a manner that acknowledges their frustration. Restate their concerns. For example:

I understand you're upset about being placed in the Usual Services Group. I hear you saying [restate the youth's/parent's/guardian's specific concern, such as: you are disappointed in the group assignment you will not have access to services you need to reach your goals]

Assure the youth or parent that the placement is strictly random. The computer makes the decision and it's 50/50. Nothing about youth or family influenced the random placement. ASPIRE staff have no control and do not influence the placement either. It's simply the luck of the draw.

While not eligible for the enhanced services in the ASPIRE Services group, the youth and family are still able to use the other services in the community. These includes education, employment and independent living services. This might be vocational rehabilitation and the workforce services agency and independent living centers.

Remind them of the Resource list which was provided at enrollment. Offer to mail them another one. Ask if they have questions about where to start and if possible refer them to a non-ASPIRE assistance.

Since it's a research study, it's important that we have youth in both groups. It's important to be able to compare so that in the future, we understand how to improve services.

If the youth or family remain upset, refer them to the Site Coordinator. If possible, transfer the call.