

## Talking Points when Response Card Received

### 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

Explain you are calling because they returned a response form expressing interest and to learn more about enrolling your (son or daughter) in ASPIRE. ASPIRE is a research study. Now enrolling youth ages 14-16, who receive Supplemental Security Income or SSI and their families.

Offer to share more information. Answer questions presented.

### The Focus of this Call

Being in the ASPIRE study is free and (Youth's name) will get a small incentive when enrolling and when (he/she) participates in our 4 surveys. These gifts will not affect (youth's name)'s SSI benefits. If they ask the size of the incentive, it is \$40 for enrolling. But the amount of the incentive should not be emphasized or ASPIRE can be seen as coercive.

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.

As mentioned in the letter, youth in both groups will receive \$40 when they enroll in the project and will be asked to take four surveys over the course of the ASPIRE study. Each time a survey is completed, they will receive a small gift.

**Inquire if they want to learn more or participate**

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!