

## Appendix F –Interactive Voice Response Phone Follow-up Script

### ***Preconception Phone Follow-ups (Moderate, & Low) – Usability Test Version – abbreviated to show questions***

[THIS ITEM IS THE ANSWERING MACHINE MESSAGE TO BE USED IF AM DETECTED. LEFT ONLY ONCE PER PHONE NUMBER (NOT CALL).]

- ANSWMACH**
1. – “Hi, this message is for...”
  2. – “...{PLAY1}.”
  3. – “I’m calling for the National Children’s Study. We would like to ask you a few questions. Answering the questions will only take three to five minutes. We’ll call back again in the next day or so, or you may call our toll free number to complete the survey. That number is...”
  4. – “...{PLAY2}.”
  5. – “Thank you.”

*PLAY1*

PLAY {**NAME**}, {**LASTNAME**} – RESPONDENT’S FULL NAME.

*PLAY2*

PLAY APPROPRIATE SC/CC PHONE NUMBER. FOR PHASE II = {*NUMBER*}

FILE INSTRUCTIONS

PLAY ALL FILES.

PROGRAMMING INSTRUCTION

PLAY ANSWERING MACHINE MESSAGE ONCE PER FOLLOW-UP EVENT (P1, P2, P4, MOD, LOW). IF MESSAGE HAS ALREADY BEEN LEFT DISCONNECT CALL.

RECORD IF ANSWERING MACHINE MESSAGE WAS SUCCESSFULLY LEFT OR NOT.

Public reporting burden for this collection of information is estimated to average 0.03 hours (2 minutes) per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. **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.** Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0590). Do not return the completed form to this address.

[THIS SECTION IS FOR INBOUND CALLS ONLY OUTBOUND STARTS ON PAGE 13.]

- IBINTRO**
1. – “You have reached the National Children’s Study. You may have received a letter we recently mailed you, or received a voice mail message on your phone to complete a short 3 to 5 minute survey.”
  2. – “If you would like to complete the short survey now press ‘1’, otherwise for more options press ‘2’.”

- IBIDHAVE**
1. – “To start the survey we’ll need your ID number from the letter we mailed you. Please enter the 8-digit ID number located near the bottom of the letter you should have received.
  2. – “If you don’t have it handy and need time to find it, press ‘star’.”

- IBFINDID**
1. – “The ID number is eight digits long and located near the bottom of the letter you should have received. If you like I can wait while you get it, or you may call back.”
  2. – “When you are ready to continue press ‘1’, if you are unable to find your ID and would like to speak to a National Children’s Study representative press ‘0’.”

- IBIDENTER**
1. – “Please enter your ID number now.”

VALID ID..... [\(IBCONFIRM\)](#)  
INVALID ID..... [\(BOX IB01\)](#)

**BOX IB01**

IF IVRIDNUM IS A VALID ID AND QUESTIONNAIRE HAS NOT BEEN COMPLETED THEN GO TO [IBCONFIRM](#).

IF IVRIDNUM IS NOT A VALID ID THEN FIRST TIME GO TO [IBINVALID1](#).

IF IVRIDNUM IS NOT A VALID ID THEN SECOND TIME GO TO [IBINVALID2](#).

- IBINVALID1**
1. – “I’m sorry, but I am unable to locate that ID in our system. Let’s try it once more.”
- GO TO [IBIDENTER](#)

Public reporting burden for this collection of information is estimated to average 0.03 hours (2 minutes) per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. **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.** Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0590). Do not return the completed form to this address.

**IBINVALID2** 1. – “It seems we are unable to locate that ID in our system. We will be unable to begin your survey today.”

2. – “If you would like to hear more options, press ‘1’.

ONE..... 1 ([IBMORE1](#))  
 Time Out / No entry..... ([IBINVALID2](#))

**IBCONFIRM** 1. – “Just to confirm you are...”

2. – “...{PLAY1}.

3. – “If this is correct press ‘1’, if not press ‘2’.”

ONE..... 1 ([FV000IVR](#))  
 TWO..... 2 ([IBINVALID1](#))  
 Time Out / No entry..... ([IBCONFIRM](#))  
 Invalid entry..... ([HELPCT](#))

*PLAY1*  
 PLAY {**NAME**}, {**LASTNAME**} – RESPONDENT’S FULL NAME

FILE INSTRUCTIONS  
 PLAY ALL FILES EACH TIME QUESTION OCCURS.

TIMEOUT LENGTH: 6 SECONDS

VARIABLE NAME: **IBCONFIRM**

DTMF	INPUT		OUTPUT VALUES	RESP ALLOWABLE
		OTHER		
1			1	YES
2			2	YES

Public reporting burden for this collection of information is estimated to average 0.03 hours (2 minutes) per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. **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.** Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0590). Do not return the completed form to this address.

**IBMORE1** 1. "Sorry, I still didn't understand. Here are a few options that may help."

GO TO [IBMORE](#).

**IBMORE2** 1. "Okay, here are some other options."

GO TO [IBMORE](#).

- IBMORE**
1. "To hear more about the National Children's Study, press '1'."
  2. – "To hear more about why we are calling you or how we got this number, press '2'."
  3. – "To report that you are currently pregnant, press '3' for the number to your local site office."
  4. – "To begin the short 3 to 5 minute survey now, press '4'"
  5. – "To hear these options again, press '9'."

ONE.....	1	<a href="#">(IBINFO1)</a>
TWO.....	2	<a href="#">(IBINFO2)</a>
THREE.....	3	<a href="#">(IBINFO3)</a>
FOUR.....	4	<a href="#">(IBIDHAVE)</a>
NINE.....	9	<a href="#">(IBMORE)</a>

- IBINFO1**
1. – The National Children's Study will examine the effects of the chemical, physical, social, and family environmental influences on the health and development of more than 100,000 children across the United States, following them from before birth until age 21. The goal of the study is to improve the health and well-being of children. You may have received a letter and a message from us because you or someone in your household completed a previous survey with us.
  2. – "To begin the short two minute survey now, press 1. To return to the previous list of options, press '8'."

ONE.....	1	<a href="#">(IBIDHAVE)</a>
EIGHT.....	8	<a href="#">(IBMORE)</a>
Time Out / No entry 1 <sup>ST</sup> time.....		<a href="#">(IBMORE)</a>

- IBINFO2**
1. – TBD SCRIPT
  2. – "To begin the short two minute survey now, press 1. To return to the previous list of options, press '8'."

ONE.....	1	<a href="#">(IBIDHAVE)</a>
EIGHT.....	8	<a href="#">(IBMORE)</a>
Time Out / No entry 1 <sup>ST</sup> time.....		<a href="#">(IBMORE)</a>

Public reporting burden for this collection of information is estimated to average 0.03 hours (2 minutes) per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. **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.** Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0590). Do not return the completed form to this address.

**IBINFO3**

1. – TBD SCRIPT

2. – “To begin the short two minute survey now, press 1. To return to the previous list of options, press ‘8’.”

ONE..... 1 ([IBIDHAVE](#))  
EIGHT..... 8 ([IBMORE](#))

**IBEND**

1. – “Thank you for calling the National Children’s Study. Good-bye.”

<END IVR>

Public reporting burden for this collection of information is estimated to average 0.03 hours (2 minutes) per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. **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.** Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0590). Do not return the completed form to this address.

**FV001** 1 – “Because we are interested in pregnancy, it is important for us to know if you are currently pregnant.”

2 – “If you are pregnant now press ‘1’. If not press ‘2’.”

ONE..... 1 ([FV005m](#))  
 TWO..... 2 ([FV008](#))

**FV008** 1 – “Are you currently trying to become pregnant?”

2 – “If yes press ‘1’. If no press ‘2’.”

ONE..... 1 ([BOX FV12](#))  
 TWO..... 2 ([BOX FV12](#))

AGENT..... 0 (~~OPERATR~~)  
 Time Out / No entry..... ([HELP2](#))  
 Invalid entry..... ([HELP3](#))

FILE INSTRUCTIONS  
 PLAY ALL FILES EACH TIME QUESTION OCCURS.

VARIABLE NAME:

INPUT DTMF	OUTPUT VALUES	RESP ALLOWABLE
1	1	YES
2	2	YES
0		YES
#		YES

Public reporting burden for this collection of information is estimated to average 0.03 hours (2 minutes) per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. **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.** Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0590). Do not return the completed form to this address.

**FV005m**

1. – “Congratulations!”
2. – “Tell me the month when your baby is due. Press the number on the keypad that matches the month your baby is due.”
3. – “If you not sure of the month, make your best guess.”
4. – “For the appropriate month press ‘1’ through ‘12’.”

Valid Month.....(MONTH TEXT)   **(FV005v)**

**FV005v**

- 1 – “Just to verify, the month you have given for your baby’s due date is...”
- 2 – “{PLAY **MDueDate** AS MONTH TEXT}.”
- 3 – “If this is correct press ‘1’, if it is not correct press ‘2’.”

ONE..... 1   **(BOX FV05)**  
TWO – 1<sup>st</sup> time..... 2   **(FV005m)**  
TWO – 2<sup>nd</sup> time..... 2   **(BOX FV05)**

**JOIN**

Since the last time we contacted you, has anyone moved into your household?

If yes press ‘1’, if no press ‘2’.

ONE..... 1   **(MV001)**  
TWO..... 2   **(MV001)**

**MV001**

1. – “Do you plan on moving from your present address within the next two months?”
2. – “If yes press ‘1’, if no press ‘2’.”

ONE..... 1   **(MV002)**  
TWO..... 2   **(FV013A)**

~~AGENT..... 0   **(OPERATR)**~~  
Time Out / No entry..... **(HELP2)**  
Invalid entry 1<sup>st</sup> time..... **(HELP3)**  
Invalid entry 2<sup>nd</sup> time..... **(FV013A)**

FILE INSTRUCTIONS  
PLAY ALL FILES EACH TIME QUESTION OCCURS.

VARIABLE NAME: *WillMove*

INPUT	OUTPUT	RESP
DTMF	VALUES	ALLOWABLE

Public reporting burden for this collection of information is estimated to average 0.03 hours (2 minutes) per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. **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.** Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0590). Do not return the completed form to this address.

1	1	YES
2	2	YES
0		YES
#		YES

Public reporting burden for this collection of information is estimated to average 0.03 hours (2 minutes) per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. **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.** Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0590). Do not return the completed form to this address.



**MV002**

- 1. – “Do you know the address of where you’ll be moving to?”
- 2. – “If yes press ‘1’, if no press ‘2’.”

ONE..... 1 (BOX FV13)  
 TWO..... 2 (FV013A)

**FV013A**

- 1. – “We’re almost done; I just need to verify your current contact information.”
- 2. – “I have the number of your current street address as...”
- 3. – “...{PLAY **StreetAdd**}.”
- 4. – “If this is correct, press ‘1’. If this is not correct, press ‘2’.”

ONE..... 1 (BOX FV13)  
 TWO..... 2 (BOX FV13)

**BOX FV13**

CHECK ITEM:

IF IN PREGNANT ELIGIBLE GROUP (FV001/*PregnantNow* = 1) THEN GO TO **CL001**.

ELSE IF NOT PREGNANT (FV001/*PregnantNow* != 1) AND EITHER  
 MV002/*KnowMove* != 1 OR FV013A/*VerifyAdd* != 2 OR JOIN/*JoinHH* != 1 THEN:

IF **CONTACT** = 1 (EVERY 6 WEEKS) and not trying to get pregnant (FV008/  
 IF **CONTACT** = 1 (EVERY 6 WEEKS) and trying to get pregnant (FV008/  
 IF **CONTACT** = 1 (EVERY 12 WEEKS) and not trying to get pregnant (FV008/  
 IF **CONTACT** = 1 (EVERY 12 WEEKS) and trying to get pregnant (FV008/  
 IF INSUFFICIENT DATA (-- ) GO TO **CL006**.

**CL001**

- 1. – “Congratulations again on your pregnancy and thank you for answering these questions. .”
- 2. – “Thanks for your time. Good-bye.”

*PLAY1*

PLAY NUMBER FOR RESPONDENT’S LOCAL SITE OFFICE.

GO TO EOS.

Public reporting burden for this collection of information is estimated to average 0.03 hours (2 minutes) per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. **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.** Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0590). Do not return the completed form to this address.

**CL002**

1. – “Thank you for answering these questions. We will call you again in about six weeks to ask a few quick questions. We’ll send you a letter about a week before that call to remind you.”
2. – “Thanks for your time. Good-bye.”

GO TO EOS

Public reporting burden for this collection of information is estimated to average 0.03 hours (2 minutes) per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. **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.** Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0590). Do not return the completed form to this address.

**CL003**

1. – “Thank you for answering these questions. We will call you again in about six weeks to ask a few quick questions. We’ll send you a letter about a week before that call to remind you.”
2. – “If you find out that you’re pregnant before our next call, please call the toll free number. The number is {PLAY1}. Once again that number is {PLAY1}.”
3. – “Thanks for your time. Good-bye.”

*PLAY1*

PLAY NUMBER FOR RESPONDENT’S LOCAL SITE OFFICE.

GO TO EOS

**CL004**

1. – “Thank you for answering these questions. We will call you again in about twelve weeks to ask a few quick questions. We’ll send you a letter about a week before that call to remind you.”
2. – “Thanks for your time. Good-bye.”

GO TO EOS

**CL005**

1. – “Thank you for answering these questions. We will call you again in about twelve weeks to ask a few quick questions. We’ll send you a letter about a week before that call to remind you.”
2. – “If you find out that you’re pregnant before our next call, please call the toll free number. The number is {PLAY1}. Once again that number is {PLAY1}.”
3. – “Thanks for your time. Good-bye.”

*PLAY1*

PLAY NUMBER FOR RESPONDENT’S LOCAL SITE OFFICE.

GO TO EOS

**CL006**

1. – “I’m sorry; our system is having some technical difficulties right now. We may call you again if we need additional information.”
2. – “Thanks for your time. Good-bye.”

GO TO EOS

<p><b>EOS</b></p> <p>SET FENCEPOST12 = 1</p> <p>SAVE CURRENT INSTRUMENT TIME IN MINUTES AND SECONDS TO <b>IVRTIMEEND</b></p> <p>&lt;END IVR&gt;</p>
---

Public reporting burden for this collection of information is estimated to average 0.03 hours (2 minutes) per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. **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.** Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0590). Do not return the completed form to this address.