

[TELEPHONE INTERVIEW INTRODUCTORY SCRIPT]

Hello, my name is (NAME) and I'm calling from RAND, a research organization in Santa Monica, California on behalf of the DVA (Dept. of Veterans Affairs -- Some people call it the VA.)

May I speak with <INSERT NAME>?

SPEAKING →GO TO INTRO1
WRONG NUMBER→GO TO BADNUM

BADNUM

Do you have a telephone number where I might be able to reach <INSERT NAME>?

INTRO1

You were recently sent a letter describing an evaluation that we are conducting for the DVA (Dept. of Veterans Affairs.) Do you remember the letter?

YES (GO TO INTRO2)
NO (CONTINUE)

The letter explained that the DVA (Dept. of Veterans Affairs) is asking us to call veterans on the phone to ask them about their experiences in getting VA or other health care, specifically mental health care. We are calling thousands of veterans, including you to ask you to take part in an interview on the phone now. We are RAND, a research organization. We are not part of the VA. This information will be used to evaluate how the VA is doing in providing mental health services. The phone interview will take about 25 to 30 minutes. We will send you \$10 as a thank you when you complete the phone interview.

REQUESTS REMAIL/PROCEED→GO TO REMAIL, CONFIRM ADDRESS, GO TO INTRO 3

REQUESTS REMAIL/CALLBACK→GO TO REMAIL, CONFIRM ADDRESS, GO TO CB

OR CONTINUE→GO TO INTRO 3

INTRO2 [THOSE WHO RECEIVED LETTER GO HERE]

As we explained in the letter, the DVA (Dept. of Veterans Affairs) is asking us to collect information about veterans' experiences in receiving VA or other health care, specifically mental health care. We are calling you now to do the phone interview. It will take about 25 to 30 minutes. We will send you \$10 as a thank you when you complete the interview. We are calling thousands of veterans, including you. The results of this survey will be used to learn how the VA is doing in providing mental health care services.

INTRO3 [ALL CONTINUE HERE]

We want you to know that the information you can give us about your health care is important, but you do not have to take part in this evaluation.

Everything you tell us is confidential. That means we will not tell anyone outside of the evaluation your answers. The only exceptions are: Although I will not be asking questions about this, if you tell me that that a child or elderly person is being abused, I must report this to my supervisor, who may report it to the appropriate authorities. If you tell me that you might harm yourself, I may give information about you to people who could help provide protection from that harm.

You can skip any question you do not want to answer or stop the interview at any time.

Any VA benefits that you are receiving now will not change because of your answers. Also, your benefits will not change because of your choice to do or not do the interview.

It is really important that we talk to veterans like you, whether or not you use VA services, to help the Department of Veterans Affairs improve services.

In the letter we sent there are phone numbers to call if you have questions about this evaluation or your rights. Would you like me to give you those numbers now?

IF YES: Barbara Levitan, Survey Coordinator, toll-free at 1-800-XXX-XXXX and the RAND Human Subjects Protections Office at 310-393-0411 ext. 6369.

I'd like to start now, if that is okay with you.

BEGIN INTERVIEW→GO TO MONITOR

SCHEDULE TIME TO CALL BACK TO COMPLETE INTERVIEW→GOTO CB

REFUSAL→GO TO REF

IF LEGITIMACY IS QUESTIONED:

This survey has been reviewed and approved by the Office of Management and Budgets (OMB). The Office of Management and Budgets control number for this survey is [OMB # XXXXXXXX].

MONITOR

I need to tell you that my supervisor may monitor this call for quality control purposes.

INTERVIEWER WILL USE FAQs DOCUMENT TO RESPOND TO QUESTIONS.