

## **Attachment F**

### *Telephone Call Establishing Initial Contact Information for Customer/Partner Survey*

Hello.

My name is Lea Ayers LaFave, and I am calling from John Snow Incorporated. John Snow Incorporated has been contracted by the Centers for Disease Control and Prevention to conduct an evaluation of the Centers for Public Health Preparedness (CPHP) program. I am calling to ask you to complete a brief survey as part of our program evaluation.

The purpose of this survey is to gather information from people who may have utilized emergency preparedness training or technical assistance resources offered through the CPHP program. You have been identified as having a key role in your organization's emergency preparedness activities. As a result, we are interested in your experiences and satisfaction with the CPHP program and also your suggestions for improving the program.

Your participation is completely voluntary and information you provide will be treated in a secure manner.

In the next several days, I will send you an email with a link to the web-based survey. If you prefer to complete a paper survey, I will send it via the US Postal Service. At this time, I would like to confirm your contact information to ensure you receive the survey: [Name, job title, email, phone number, mailing address].

Please be assured that your contact information will be recorded in a separate database than your survey responses, and they will not be linked in any way. Your contact information will be used only to contact you regarding this evaluation and will be treated in a secure manner.

Generated reports of evaluation results to the CDC will be in summary form only; no information you provide will be tied to your identity. The deadline for completing the survey is [date].

Can I answer any questions for you now?

If you have any questions at anytime, please feel free to contact me at 603-573-3335.

Thank you in advance for your participation in the survey.