

ATTACHMENT – F: Reminders – Email and Telephone

Email Reminder

This is a sample email message used to remind potential respondents about PHPSFF.

From: < OSTLTS Staff >

To: < STLT Staff >

Subject: Reminder to submit story content for *Public Health Practice Stories from the Field*

Dear [INSERT STLT staff name]

This is a brief reminder about the message sent [INSERT date] to request that you consider submitting a story on [INSERT subject matter for story] for Public Health Practice Stories from the Field (PHPSFF). If you would like to submit a story, please complete the attached PHPSFF Story Collection Template. The template is a simple form for collecting the content of your story. It includes instructions and a self-check list to facilitate your information gathering and writing.

Please submit your form to me via email when complete. I will follow up to discuss the status of your story and to seek final approval from your agency for the content. Please note that PHPSFF are collected for the purpose of sharing information among public health practitioners. Your contact information is included in the story to facilitate networking and collaboration. The OSTLTS Communication Team will do final editing and may disseminate your story to other STLT health agencies. Dissemination will be through the “Have You Heard? Facts from the Field” email or the STLT Gateway at <http://www.cdc.gov/stltpublichealth/phpracticestories/index.html>.

Please respond to this message and indicate your intentions regarding this request to submit a PHPSFF. If you have questions or concerns regarding PHPSFF, please contact me. Thank you for your consideration.

Sincerely,

< OSTLTS Staff >

Telephone Reminder

This is a sample phone call used to remind potential respondents about PHPSFF.

From: < OSTLTS Staff >

To: < STLT Staff >

Subject: Reminder to submit story content for *Public Health Practice Stories from the Field*

SCRIPT: Scenario 1 – Respondent answers, caller initiates conversation

Hello, this is [OSTLTS staff or partner]. I'm calling to remind you about Public Health Practice Stories from the Field.

Have you received the information and PHPSFF story collection template we sent you by email?

IF YES – That's great. **Do you have plans to complete the template?**

IF YES – I'm glad to hear that. Just as a reminder, please email your completed template to me. I'll follow up with you as needed for clarification and approval of final content by your agency. Thanks for your participation and support. **Do you have any questions for me?**

IF YES – *Respond to questions. Thank respondent and say goodbye.* [END CALL]

IF NO – Okay. If you do have questions later, please feel free to contact me at [phone number or email]. Thank you. Goodbye. [END CALL]

IF NO – I'm sorry to hear that. Just in case you do decide to submit a story, it may take up to 7 hours for you to read the instructions on the template, gather needed information, complete the template, and coordinate with me for quality control and final approval of story content by your agency. **Do you have any questions for me?**

IF YES – *Respond to questions. Thank respondent and say goodbye.* [END CALL]

IF NO – Okay. If you do have questions later, please feel free to contact me at [phone number or email]. Thank you. Goodbye. [END CALL]

IF NO – I'm sorry you didn't receive the information. We must have the wrong contact information for you. If you don't mind providing me with your email address, I'll have staff send you information about PHPSFF. Briefly, though, we are collecting stories from the field about [ENTER specific public health, performance management, or quality improvement topic]. We are interested in collecting a story about your [Enter program, project, or activity] to share with other state, tribal, local and territorial health agencies to highlight [innovative or evidence-based public health practice]. OSTLTS facilitates the collection, sharing, and dissemination of stories about the implementation of evidence-based and innovative public health practices in the field **to expand access to and use of applicable public health practice stories from the field**. Please note that we will include your contact information with your story so that other public health practitioners can follow up with you as needed. Completing a story can take up to 7 hours including time to read instructions on the story collection template, gathering needed information, completing the template, and coordinating with me for quality control and final approval of story content by your agency.

Your participation will help us increase access to important information about public health practice in the field. I hope you consider submitting a story. **Do you have questions for me?**

IF YES – *Respond to questions. Thank respondent and say goodbye.* [END CALL]

IF NO – Okay. If you do have questions later, please feel free to contact me at [phone number or email]. Thank you. Goodbye. [END CALL]

SCRIPT: Scenario 2 – *Respondent does not answer, caller leaves voice mail message*

Hello, this is [OSTLTS staff or partner]. I'm calling to remind you about Public Health Practice Stories from the Field. We haven't received a response from you regarding our request for a story about your [Enter program, project, or activity]. I'd like to encourage you to respond and let me know if you are interested in highlighting and sharing your work with other public health practitioners.

If you have questions or concerns about PHPSFF, please contact me at [phone number or email].

Thank you. Goodbye. [END CALL]