

Green Jobs and Healthcare Grantee Survey Introductory Script for Telephone Follow-up Calls

Note: Non-respondents to the web survey will be sent up to two email reminders before being contacted by telephone. The first email reminder will be sent approximately one week after the initial survey invitation is sent. The second email reminder will be sent approximately one week later. Telephone follow-up will begin 3-4 weeks after the initial survey invitation is sent. The following script will be used to contact non respondents to the web survey. Following the script are some Frequently Asked Questions and Answers that can be used by telephone interviewers as needed.

If someone answers:

Hello, my name is [INTERVIEWER NAME] and I am calling from IMPAQ International on behalf of the U.S. Department of Labor. I am trying to reach [RESPONDENT NAME].

If Respondent confirms their identity:

We have been trying to reach you to complete a brief survey about your organization's [INSERT AS APPROPRIATE: *Healthcare and High Growth/State Energy Sector Partnership/Energy Training Partnership/Pathways Out of Poverty*] grant through the Employment and Training Administration. We'd like to ask you about your experiences with the [AGENCY or PROGRAM NAME]. We understand that it may be challenging to find time to complete the survey. Your input is critical to the success of the study, and we are happy to work with you in order to accommodate your busy schedule. Since we have not received your responses to the survey, we'd like to conduct the survey with you by telephone. Is this a good time for you to complete a 20 minute survey? This survey has been approved by the Office of Management and Budget for use through ____ under Control Number _____. We could not conduct this survey without such authorization. While your participation is voluntary and you may skip any questions you do not want to answer, you should also know that we will keep individual responses private to the maximum extent allowed by the law. The survey is about the grant program's goals, design, operations, outcomes, and partnerships.

- *If Respondent is available now:*

Great! Thank you.

<Begin Interview>

- *If Respondent is not available now:*

When would be a good time to call you back to complete the survey?

Respondent Name: _____

Date of Telephone Interview Appointment: _____

Time of Telephone Interview Appointment: _____

Thank you for your help. We look forward to speaking with you on <interview date> at <interview time>.

If someone else in organization answers the phone:

We are trying to reach [RESPONDENT NAME] to conduct a brief survey about your organization's [INSERT AS APPROPRIATE: *Healthcare and High Growth/State Energy Sector Partnership/Energy Training Partnership/Pathways Out of Poverty*] grant through the Employment and Training Administration of the U.S. Department of Labor. May I speak with [RESPONDENT NAME]?

If able to speak with Respondent:

Hello, my name is [INTERVIEWER NAME] and I am calling from IMPAQ International on behalf of the U.S. Department of Labor.

We have been trying to reach you to complete a brief survey about your organization's [INSERT AS APPROPRIATE: *Healthcare and High Growth/State Energy Sector Partnership/Energy Training Partnership/Pathways Out of Poverty*] grant through the Employment and Training Administration of the U.S. Department of Labor.

You may have received some email messages about the survey. The survey is about the grant program's goals, design, operations, outcomes, and partnerships. We understand that it may be challenging to find time to complete the survey. Your input is critical to the success of the study, and we are happy to work with you in order to accommodate your busy schedule. Since we have not received your responses to the survey, we'd like to conduct the survey with you by telephone. The interview takes about 15 minutes to complete. Is this a good time for you?

- *If Respondent is available now:*

Great! Thank you. Keep in mind, your participation in the survey is voluntary and you may skip any questions that you do not want to answer. Your answers will be held private within the limits of the law.

<Begin Interview>

- *If Respondent is not available now:*

When would be a good time to call you back to complete the survey?

Respondent Name: _____

Date of Telephone Interview Appointment: _____

Time of Telephone Interview Appointment: _____

Thank you for your help. We look forward to speaking with you on <interview date> at <interview time.

If not able to speak with Respondent:

May I leave a message with you for [RESPONDENT NAME]? Thank you.

My name is [INTERVIEWER NAME] and I am calling from IMPAQ International on behalf of the U.S. Department of Labor. I am calling to remind [RESPONDENT NAME] about completing a brief survey about your organization's [INSERT AS APPROPRIATE: *Healthcare and High Growth/State Energy Sector Partnership/Energy Training Partnership/Pathways Out of Poverty*] grant through the Employment and Training Administration of the U.S. Department of Labor.

The interview takes about 15 minutes to complete and can be completed over the phone. Our toll-free number is 1-XXX-XXX-XXXX. Please ask [RESPONDENT NAME] to call us at a time that is convenient for him/her. Thank you.

If answering machine or voicemail:

This message is for [RESPONDENT NAME]. My name is [INTERVIEWER NAME], and I'm calling from IMPAQ International on behalf of the U.S. Department of Labor. We have been trying to reach you to complete a brief survey about your organization's [INSERT AS APPROPRIATE: *Healthcare and High Growth/State Energy Sector Partnership/Energy Training Partnership/Pathways Out of Poverty*] grant through the Employment and Training Administration of the U.S. Department of Labor. Your participation in the survey is extremely valuable, and your input will help DOL to improve grant programs in the future. You may have received some email messages about the survey, but we have not received a survey response from you.

We would like to conduct the survey with you over the phone. It only takes 15 minutes to complete. Please call us toll-free at 1-XXX-XXX-XXXX at your convenience. Thank you in advance for your participation.

Frequently Asked Questions and Answers

“How did you get my name?”

We are contacting individuals who administer ARRA-funded Green Jobs and Healthcare grant programs. Your name was provided to us by the grantee organization for which you work or partner with.

“What happens if I don’t participate?”

Your participation is voluntary and will not affect your organization’s eligibility to receive future grant funding. However, your experiences and opinions are very important to the successful implementation of future grant programs.

“I don’t have the time.”

The survey is brief and should only take 15 minutes of your time. You can complete the survey at a time that is convenient for you. The information that you provide is critical to the success of the study.

“I’m not interested.”

We’re interested in your opinions and experiences. The information you provide will help future grantees successfully implement similar grant programs. There are no right or wrong answers. Any information you provide will be held private to the maximum extent allowed by the law.

“Are my answers confidential?”

Your responses will be held private to the maximum extent allowed by the law. Sensitive information on each survey respondent will be maintained in a separate data file and apart from the survey data so that it is not possible to link particular responses to individual respondents. Once the survey is completed, all sensitive data on each respondent will be destroyed. Finally, access to any data with identifying information will be limited only to contractor staff directly working on the survey. All findings in any written materials or briefings will be presented at the aggregate level and it will not be possible to link specific responses to individual respondents in any way. Your answer to questions will not affect your organization’s eligibility to receive future grant funding.

“How long will this take?”

The length of the survey is different for different people, but it usually takes about 15 minutes.

“What is the purpose of the study?”

The purpose of the study is to understand how grant programs such as yours are being implemented. We hope to identify best practices and lessons learned that may be helpful to future grant administrators.

“What information do you intend to collect?”

The survey will ask questions about your grant program’s goals, design, operations, outcomes, and partnerships.