

Attachment F—Reminder Phone Call Script

If speaking with primary contact

Hello, my name is _____. I am calling from the CDC, the Centers for Disease Control and Prevention. I am calling about a CDC assessment to understand state public health emergency preparedness directors' knowledge and practices related to disaster risk reduction. The assessment, titled Disaster Risk Reduction Survey, was distributed by email on [date]. I want to make sure you received the email and see if you have any questions.

Do you recall receiving this email?

<i>If answer is NO</i>	<i>If answer is YES</i>
<p>I would be glad to send the email invitation and link to you again. Could I make sure that we have the correct email address for you? The email I have is: _____</p> <p>The link will be re-sent to you today. Do you have any questions related to the assessment?</p>	<p>Do you have any questions about the assessment that I might be able to answer?</p>

Your response to the assessment is important because it will help provide an accurate picture of state emergency directors' understanding and implementation of disaster risk reduction.

We would appreciate your response to the assessment by [date].

If you have any additional questions, you can direct them to Mollie Mahany, the CDC lead for this assessment. She can be reached by phone at (770) 488-0518 and by email at heu0@cdc.gov.

Thank you.

If leaving a voicemail for the primary contact

My name is _____. I am calling from the CDC, the Centers for Disease Control and Prevention. I am calling about a CDC assessment to explore state public health emergency preparedness directors' knowledge and practices related to disaster risk reduction. The assessment, titled Disaster Risk Reduction Survey, was distributed by email on [date]. If you did not receive the emailed invitation or if you have any questions about the assessment, please contact us at (770) 488-0518 or heu0@cdc.gov. You will be directed to Mollie Mahany, who is the CDC lead for this assessment.

Your response to the assessment is important because it will help provide an accurate picture of state emergency directors' understanding and implementation of disaster risk reduction.

We would appreciate your response to the assessment by [date].

Thank you.

If speaking with receptionist/person taking a message

Hello, my name is _____. I am calling from the CDC, the Centers for Disease Control and Prevention. I am calling [name of primary contact] about a CDC assessment to explore state public health emergency preparedness directors' knowledge and practices related to disaster risk reduction. He/she should have received an email invitation on [date] about the assessment.

I'm calling to make sure that he/she received the email and to find out if he/she has any questions about it. If he/she has not received the email or has any questions, please direct him/her to contact Mollie Mahany at (770) 488-0518. Gretchen is the CDC lead for this assessment. We would appreciate responses to the assessment by [date].

Thank you.