

Attachment D- Telephone Reminder

SCRIPT: Scenario 1 – Respondent answers; caller initiates conversation

Hello, this is Ashley Wennerstrom, Assistant Professor of Medicine at Tulane University Health Sciences Center. I am calling to follow-up on a recent invitation to participate in a community health worker certification data collection. Findings from the information collection will be used to inform decision makers about effective strategies and potential challenges to state-level actions and organizing structures relevant to CHW certification.

Have you received the information we sent about the telephone interview?

If YES – That’s great. Do you plan to schedule a telephone interview?

If YES – I’m glad to hear that. If you provide me with a couple days and times that work for you, I will give this information to our coordinator to schedule the interview, and they will send you a confirmation and a call in number. Thanks for your participation and support. Do you have any questions for me?

If YES – respond to questions.

If NO – okay, if you have questions later please feel free to contact me at 504-988-4007. Thank you – we look forward to your feedback on this important survey.

If NO – I’m sorry to hear that. We are conducting telephone interviews with several individuals from your state about CHW certification. Your participation is completely voluntary. We anticipate the interviews will take no longer than **90 minutes** to complete. If you provide me with a couple days and times that work for you, I will give this information to our coordinator to schedule the interview, and they will send you a confirmation and a call in number. Thanks for your participation and support. Do you have any questions for me?

If YES – respond to questions.

If NO – okay, if you have questions later please feel free to contact me at 504-988-4007. Thank you – we look forward to your feedback.

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

Hello, this is Ashley Wennerstrom, Assistant Professor of Medicine at Tulane University Health Sciences Center. I am calling to follow-up on a recent invitation to participate in a community health worker certification information collection. Findings from the information collection will be used to inform decision makers about effective strategies and potential challenges to state-level actions and organizing structures relevant to CHW certification.

Please contact me at 504-988-4007 or via email at awenners@tulane.edu to set up an interview. I would also be happy to answer any questions you may have about the project. Thank you.