

## Telephone Script for Administering Outreach Survey

Hello Member's name,

This is interviewer's name from the Long Island Clinic. How are you today?

I am calling you today regarding your recent monitoring visit on date of visit at clinic where seen. Since this was your first visit with the Program, we would like to get some feedback from you about how you heard about the WTC Health Program and your impressions now that you have completed your first visit at our clinic.

How do you feel about sharing your experiences with us?

*(If the member wishes to continue)* First, I would like to thank you for participating in this brief survey. Your responses will help us understand the best ways to reach WTC responders like you, and to help them enroll in the Program so they can receive health monitoring and treatment benefits.

### Interview Questions

Did you belong to a union at the time of your 9/11 response work?

Yes

No

If yes, which one? \_\_\_\_ (union/local) \_\_\_\_\_

If yes, **did you hear about the WTC Health Program through the union?**

Yes

No

Do you belong to a union now?

Yes

No

If yes, which one? \_\_\_\_ (union/local) \_\_\_\_\_

If yes, **did you hear about the WTC Health Program through the union?**

Yes

No

**How did you hear about the WTC Health Program? (Check all that apply.)**

- WTC Health Program representative or staff person
- Family member or friend
- Coworker
- Employer
- My doctor
- My church or house of worship
- Health fair
- Union meeting
- Precinct meeting
- Community event
- WTC Health Program web site ([www.cdc.gov/wtc](http://www.cdc.gov/wtc))
- New York City's 9/11 Health web site (part of [www.nyc.gov](http://www.nyc.gov))
- Program brochure, flyer or palm card
- WTC Health Registry's Treatment Referral Program (phone call or letter)
- Bus or subway advertisement
- Other advertisement
- Social networking web site (such as Facebook, Twitter, Instagram, etc.)
- News media (Story in a newspaper, on TV, radio, or news Web site)
- 9/11 Environmental Action
- FealGood Foundation
- International Association of Fire Fighters (IAFF)
- New York Committee for Occupational Safety and Health (NYCOSH)
- Single Stop USA
- Tuesday's Children
- Voices of September 11th
- Other [Please specify: \_\_\_\_\_]
- I don't remember.

**What were the reasons you decided to enroll in the WTC Health Program? (Check all that apply.)**

- Comprehensive monitoring exams
- Free medical services
- Reputation of the centers offering services
- My doctor referred me
- I was concerned about my health
- I think I have a health condition that might be related to 9/11
- I want to make sure that I don't have any health problems related to 9/11
- I have been having mental health problems related to my work after 9/11

- My family is concerned about my health.
- To get help in applying for 9/11 related benefits.
- My friend or coworker participates in the program and encouraged me to participate.
- Other \_\_\_\_\_

**After you found out about this program, how long did you wait to enroll??**

- 0 - 3 months
- 3 - 6 months
- 6 - 9 months
- 9 months - a year
- More than a year

**If you waited to enroll in the program, what were the reasons you waited? (Check all that apply.)**

- I looked for information about the program and couldn't find anything about enrolling
- I didn't have any symptoms so I didn't think I needed to enroll
- I didn't have time to enroll before now
- I had a work conflict
- I wasn't aware of the benefits of the program until now
- I was seeing my own doctor
- I didn't think the services were available near my home
- I didn't think my symptoms/conditions were related to my 9/11 exposure
- I didn't know the program was still open to new enrollees
- Other: \_\_\_\_\_

**How satisfied were you with the enrollment process for the WTC Health Program?**

- Very satisfied
- Somewhat satisfied
- Satisfied
- Somewhat dissatisfied
- Very dissatisfied

**Did you have any of the following difficulties with the enrollment process? (Check all that apply.)**

- Too confusing/hard to understand
- I had trouble finding the appropriate documentation
- The form was too long
- I needed help to complete the form, but couldn't get it
- The form was not available in the language I needed
- I waited a long time to find out I was accepted
- I had to resubmit my application
- Other \_\_\_\_\_

**Did you get any help when you were enrolling in the program?**

- No
- Yes

If yes, who helped you?

- Someone from my union
- Staff person from WTC Health Program
- Staff person from another organization
- Coworker
- Family member or friend

What did this person/organization do to help you? *(Check all that apply.)*

- Helped me find documentation showing I performed 9/11 response work.
- Helped me fill out the enrollment form.
- Explained to me what the questions on the form meant.
- Told me how to submit my application (by mail or fax).
- Other \_\_\_\_\_

**Did you have any difficulty with scheduling today's appointment?**

- Yes
- No

**If so, what difficulties did you experience?** *(Check all that apply.)*

- I called many times before getting through to someone or getting a call back
- I called many times and was not called back
- The available times were not convenient for me
- I was given an appointment many weeks/months away
- Other: \_\_\_\_\_

**How would you like to receive information from the WTC Health Program?** *(Check all that apply.)*

- Mail (Letters, newsletters)
- E-mail
- Website
- Text message
- Community events
- Other \_\_\_\_\_

**Do you use the following social media web sites?** *(Check all that apply.)*

We ask this question because we would like to explore new ways to get program information out, and we are aware that more and more 9/11 workers and volunteers are using social media to communicate.

- ☺ Facebook
- ☺ Twitter
- ☺ Instagram
- ☺ Tumblr
- ☺ Pinterest
- ☺ Wikipedia
- ☺ Other: \_\_\_\_\_

**Thank you so much for your feedback.**