

Attachment I.8 Second Phone Call Topics

Instructions for Second Follow-Up Phone Call with State Contacts

After sending the email containing the MOU template, follow up with a phone call to finalize the State's participation in the study, either at the time designated in previous interactions or within one week of sending the follow-up email.

When you are speaking with the State contact, ask:

1. Do you have any questions about the MOU template that I sent?
2. Do you have any other questions about the study?
3. What are your thoughts about participating?
 - a. If State contact expresses concerns:
 - i. Probe as needed to determine why they do not want to participate
 - ii. Ask if there is something that can be done to solve the problem.
 - iii. If no solution is reached, thank them for their time and end the call.
 - b. If State agrees to participate:
 - i. Thank them for their participation
 - ii. Tell them we will follow up soon with an email containing additional details and a draft MOU.

After the call, email Melissa Mack and Jackie Kauff to let them know the outcome of the conversation.

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