**Attachment E: Main steps and flow of 2018 NSLTCP data collection protocol**

Provider Sampled

**Contact confirmation call** [5 mins]—complete with anyone answering telephone; does not have to be Director (6 max call attempts)

**Advance package** to Director (UPS Next Day delivery with tracking)

Screen Ineligible

**Screen & Set Appointment Call** with Director or proxy [15 mins] to…

1. Screen
2. If Screened eligible: Set appointment for services user sampling & data collection telephone interview
3. Determine whether complete Provider questionnaire (Q) by web or mail

(6 max call attempts)

After 6 call attempts w/o contact—Nonrespondent, Unknown Eligibility

Screen Eligible

While on Screen & Set appointment call, offer only web for Provider Q **and** obtain or confirm email obtained at contact confirmation call

Respondent does not agree to complete Provider questionnaire by web or does not provide email address 🡪 go to Approach B(Provider MAIL Q)

Respondent agrees to complete Provider web Q **and** gives/confirms email address 🡪 go to Approach A(Provider WEB Q)

**APPROACH A: FOR RESPONDENTS WHO AGREE AT SCREEN & SET APPOINTMENT CALL TO COMPLETE PROVIDER WEB Q**

Respondent agrees to do **Provider web Q** [30 mins] **and** gives/confirms email 🡪 Provider web Q email

* While on call, email url and login, and give password by telephone and in separate email for Provider web Q
* Set services user CATI appointment *4-10 weeks away* (allow time to submit Provider Q & follow-up for non-response)
* Stress need to submit Provider Q before conducting services user CATI appointment
* Tell respondent will get reminder if not submit Provider web Q within 2 weeks

Services user sampling and/or questionnaires not completed for both services users—NCHS need to determine whether to use partial complete and how to define

Eligible Nonrespondent

Refusal-eligible Nonrespondent

Follow-up #3 (CATI)—*If Provider web Q is not submitted by scheduled services user CATI appointment—*Use CATI appointment call to **prompt** to complete Provider Q and reschedule services user CATI appointment.

Up to 6 call attempts to complete all steps;

Email contacts may also be used.

Services User CATI Confirmation & Prep (email)—

5 *business days before* appointment

1. Reminder of CATI appointment date/time

2. Instructions for making clean services user list

3. Show cards (html & pdf urls, attachment)

4. 800# for questions or to reschedule CATI appointment

5. mention average completion time (30 min)

Follow-up #1 (email)—*If Provider web Q is not received by 10 business days after screen & set appointment call*

Email#1 contains items 1-3; email#2 contains item 4.

1. Web url & login for Provider web Q
2. Please submit Provider Q by [5 bus days] before [CATI date].
3. 800# to request Provider mail Q
4. Password for Provider web Q

Thank you (email)—*Within 3 business days* after receiving Respondent’s Provider web Q

1. Thank you for submitting Provider Q

2. Reminder of CATI date/time

3. 800# for questions or to reschedule services user CATI

appointment

Services User CATI Call

(sample & collect data on 2 services users—[30 mins])

Complete sampling & questionnaire for 2 services users

Start but not complete all steps on one appointed call

Not reach Director or staff designee

Provider web Q received

(see Approach B for Provider mail Q mode)

Reach Director or staff designee

Completed case

Follow-up #2 (email)—*If Provider web Q is not received by 10 business days before CATI appointment*

Email#1 contains items 1-3; email#2 contains item 4.

1. Web url & login for Provider web Q
2. Please submit Provider Q by [5 bus days] before [CATI appointment date].
3. 800# to request Provider mail Q
4. Password for Provider web Q

**APPROACH B: FOR RESPONDENTS WHO DO NOT AGREE AT SCREENER & SET APPOINTMENT CALL TO COMPLETE PROVIDER Q BY WEB**

Only if Respondent does not agree to do Provider web Q

* While on call, offer **Provider mail Q** [30 mins]; Confirm mailing address and get/confirm email
* Set services user CATI appointment 8*-10 weeks away* (allow time to mail out/back Provider Q & follow-up for non-response)
* Stress need to submit Provider Q before conducting services user CATI appointment
* Tell respondent will get reminder if not submit Provider web Q within 4 weeks

Follow-up #1: email (if have email) or Provider mail Q packet #2 (if no email- **UPS Next Day delivery w/tracking**)—*If Provider Q is not receive by 4 weeks after* Provider mail Q packet #1

1. web url & login for Provider web Q (pw in separate email if emailed)
2. 800# to request another mail Provider Q (if emailed)
3. Please submit Provider Q by [5 bus days] before [CATI date].
4. If more time is needed, call 800# to reschedule appointment.

Start but not complete all steps on one appointed call

Up to 6 call attempts to complete all steps;

Email contacts may also be used, if they have email.

Services user sampling and/or questionnaires not completed for both services users—NCHS need to determine whether to use partial complete and how to define

Eligible Nonrespondent

Refusal-eligible Nonrespondent

Follow-up #2 (CATI)— *If Provider Q is not received by 5 business days before scheduled CATI appointment*

Use services user CATI appointment call to **prompt** to complete Provider Q and reschedule services user CATI appointment.

Provider mail Q packet #1 within 2 bus. days of screen & set appt. call;

**UPS Next Day delivery w/tracking**

Thank you email (if have email) or letter sent (if no email-**USPS 2-day Priority Mail flat rate w/o sig conf**)—*Within 3 business days* after receiving respondent’s Provider Q

1. Thank for submitting Provider Q

2. Reminder of CATI date/time

3. 800# for questions or to reschedule CATI

SU CATI Call

(sample & collect data on 2 services users—[30 mins])

Complete sampling & questionnaire for 2 services users

Unable to reach Director or staff designee

Provider Q mail survey received (see Approach A if Provider web Q submitted & have respondent’s email)

Services User CATI Confirmation & Prep email (if have email) or mail (if no email-**UPS Next Day delivery w/tracking)**

—arrive 5 *business days before* CATI appointment

1. Reminder of CATI appointment date/time

2. Instructions for making clean services user list

3. CATI show cards (html & pdf urls, attachment) if emailed OR hardcopy if mailed

4. 800# for questions or to reschedule CATI appointment

5. Mention average completion time (30 min)

Reach Director or staff designee

Completed case