

Attachment H-1. Contact Attempt Protocols

Landline Eligibility and Attempt Protocol

For BRFSS and BRFSS-protocol surveys, the CDC specifies different sampling rules and dialing protocols for landline and cell phone samples. An eligible household for the landline survey is any housing unit that has a separate entrance, where occupants eat separately from other persons on the property, and that is occupied by its members as their principal or secondary place of residence. College housing was added to the eligibility criteria beginning in 2012. An eligible respondent is an adult age 18 years or older who considers the household his or her home.

For the landline sample, interviewers will make a minimum of 15 attempts over a 30-day period to reach an eligible household and interview one eligible adult for each telephone number in the sample frame. We will spread call attempts over three calling periods: weekdays from 9:00 a.m. to 5:00 p.m., weekday evenings from 5:00 p.m. to 9:00 p.m., and weekends from 10:00 a.m. to 9:00 p.m. The first nine attempts will be made to meet a minimum of three attempts (20%) within each calling period. For remaining active records, the final six attempts will be targeted either in the evening or on the weekend based on which calling times prove most productive.

Cell Phone Eligibility and Attempt Protocol

For the cell phone sample, the respondent is the owner of the cell phone. The cell phone owner must be age 18 or older, reside in the United States, and live in either a private residence or college housing. CDC protocol for cell phone interviews follows an eight-attempt protocol. As with the landline survey, there will be weekday, weeknight, and weekend calling occasions, with two attempts during weekdays (25%), three attempts on weeknights (37.5%), and three attempts on weekends (37.5%). We will dial all cell phone records in compliance with TCPA regulations.

Calling Rules

All selected landline and cell phone telephone numbers will receive a final disposition (outcome). Specific calling rules to which we will adhere include:

- If a live landline respondent is reached for the first time from the 12th to 15th attempts, up to 4 additional attempts will be made after the live respondent is reached.
- If a landline respondent selection is made from the 12th to 15th attempts, 3 additional attempts will be made.
- If a scheduled or unscheduled call-back is requested on the 15th attempt (8th attempt for cell), up to 4 additional landline (3 additional cell phone) attempts will be made.
- When a landline or cell phone respondent requests an appointment outside of normal calling hours, such as before 10:00 a.m. or after 9:00 p.m., we can implement custom settings to accommodate it.
- Eligible persons initially refusing to participate will be re-contacted a minimum of one additional time for attempted conversion.

- Calls that reach privacy manager devices will be attempted on the 1st and 4th call attempts (for landline and cell); and on the 9th attempt for landline calls, or on any attempt resulting in a privacy manager device after a scheduled call-back has been made.
- Messages will be left on answering machines on the 1st, 4th, and 9th (landline) phone call attempts resulting in an answering machine, or on any attempt resulting in an answering machine after a scheduled call-back has been made.
- Each call attempt will allow a minimum of five rings.
- Landline and cell phone business establishments and residents of institutions or group quarters are not eligible.
- Landline and cell phone residents of college housing are eligible.
- A final “no answer” disposition status is assigned to landline or cell phone records that result in 10 no-answer dispositions in a row with no other dispositions.

Adolescent Attempt Protocol

Adult respondents of adolescents 13-17 years of age will be asked if they consent for their adolescent to complete the survey following the completion of all proxy interviews. If consent is given, adult respondents will be asked if their adolescent is available to complete the survey at that time over the phone. If yes, the CATI interviewer will complete the survey with the adolescent via telephone after obtaining assent.

If the adolescent is unavailable to take the survey on the phone at the time of the initial parental interview, the parent will be asked for contact information for the adolescent; this will include a first name, alternative phone number, and email address. The adolescent will then be invited to complete the survey by using a link to a web version provided via cell phone (first) and email (if needed). Adolescents will complete the assent procedure via web before completing the online survey. Reminder texts/emails will be used to invite nonresponders to complete the survey.

If we reach the adolescent initially via phone, but he/she does not want to or cannot take the survey over the phone, we will obtain the adolescent’s first name, alternative phone number, and email address and follow the protocols above regarding contacting him or her to complete the survey.

We will attempt telephone interviews with adolescents who do not complete by Web. We will follow the cell phone attempt protocol described above, as we anticipate that all alternative numbers will be mobile phone numbers. The content of the texts is provided in English and Spanish.

Invitation Text Message

[FIRST NAME], please complete the CDC Head Injury survey. To take the survey online now, use this link _____. Thank you!”

[FIRST NAME], por favor, conteste la encuesta de Lesiones de Cabeza de los Centros para el Control y la Prevención de Enfermedades. Para contestar la encuesta en línea ahora, use el enlace _____.
¡Gracias!”

1st Reminder Text Message

[FIRST NAME], please complete the CDC Head Injury survey. To take the survey online now, use this link _____. Thank you!”

[FIRST NAME], por favor, conteste la encuesta de Lesiones de Cabeza de los Centros para el Control y la Prevención de Enfermedades. Para contestar la encuesta en línea ahora, use este enlace _____. ¡Gracias!”

2nd Reminder Text Message

[FIRST NAME], please complete the CDC Head Injury survey. To take the survey online now, use this link _____. Thank you!”

[FIRST NAME], por favor, conteste la encuesta de Lesiones de Cabeza de los Centros para el Control y la Prevención de Enfermedades. Para contestar la encuesta en línea ahora, use este enlace _____. ¡Gracias!”

Final Text Message

[FIRST NAME], final reminder! Please complete the CDC Head Injury survey now by following this link _____. Thank you!

[FIRST NAME], ¡recordatorio final! Por favor, conteste la encuesta de Lesiones de Cabeza de los Centros para el Control y la Prevención de Enfermedades ahora mismo siguiendo este enlace _____. ¡Gracias!

Invitation Email Message

Dear [FIRST NAME], Please complete the CDC Head Injury survey. To take the survey online now, use this link _____. Thank you!”

Estimado(a) [FIRST NAME], por favor, conteste la encuesta de Lesiones de Cabeza de los Centros para el Control y la Prevención de Enfermedades. Para contestar la encuesta en línea ahora, use este enlace _____. ¡Gracias!”

1st Reminder Email Message

Dear [FIRST NAME], Please complete the CDC Head Injury survey. To take the survey online now, use this link _____. Thank you!”

Estimado(a) [FIRST NAME], por favor, conteste la encuesta de Lesiones de Cabeza de los Centros para el Control y la Prevención de Enfermedades. Para contestar la encuesta en línea ahora, use este enlace _____. ¡Gracias!”

2nd Reminder Email Message

Dear [FIRST NAME], Please complete the CDC Head Injury survey. To take the survey online now, use this link _____. Thank you!”

Estimado(a) [FIRST NAME], por favor, conteste la encuesta de Lesiones de Cabeza de los Centros para el Control y la Prevención de Enfermedades. Para contestar la encuesta en línea ahora, use este enlace _____. ¡Gracias!”

Final Email Message

Dear [FIRST NAME], This is your final reminder to complete the CDC Head Injury survey. Please complete the survey now by following this link____. Thank you!

Estimado(a) [FIRST NAME], este es su recordatorio final para contestar la encuesta de Lesiones de Cabeza de los Centros para el Control y la Prevención de Enfermedades. Por favor, conteste la encuesta ahora siguiendo este enlace _____. ¡Gracias!