

Attachment C14: Grantee Follow-up Phone/Voicemail Scripts

Bureau of Health Workforce Substance Use Disorder Evaluation

Grantee Follow-up Phone/Voicemail Scripts

Reminder to collect/clarify grantee trainee or site contact information

Good [MORNING/AFTERNOON], this is [NAME] from NORC at the University of Chicago. We recently sent you an email asking you to provide contact information of your current trainees and partner sites that host trainees for [GRANT PROGRAM NAME]. This email would have come from BHWeval@norc.org on [DATE]. We are requesting this information so that we can send these trainees and sites a survey to understand their experiences. These surveys are an instrumental part of the evaluation that the Health Resources and Services Administration (HRSA)'s Bureau of Health Workforce is conducting of its new investments to address the opioid crisis.

(If grantee has not submitted any contact information yet) I'm calling you today to remind you to please gather and send this contact information to NORC as soon as possible, as we have a limited amount of time to administer these surveys. In our initial email, we provided a template with the requested contact information fields. Please do not provide additional data elements beyond those requested. To ensure secure transfer, please send this information back to us in a password-protected zip file. If you have any questions, or need us to resend the email, please feel free to call us at 1-8XX-XXXX or email at BHWeval@norc.org. Thank you very much!

(If grantee has submitted contact information but clarification is needed) I'm calling you today because I wanted to clarify some of the information you provided. Some of the [DATA ELEMENTS] were missing or invalid. I'm hoping you can help us track down valid contact information. If you are able to provide this for us, call us at 1-8XX-XXXX or email us at BHWeval@norc.org. We have a limited amount of time to administer the surveys, so please send us this information as soon as possible. Thank you very much!

Reminder to Grantees to Complete Survey

Good morning/afternoon, this is [NAME] from NORC at the University of Chicago. We recently sent you an email inviting you to participate in our web-based survey of [GRANT PROGRAM NAME] grantees. The survey is an instrumental part of the evaluation that the Health Resources and Services Administration (HRSA)'s Bureau of Health Workforce is conducting of its new investments to address the opioid crisis. The survey will capture your important work as a grantee in expanding the behavioral health workforce and substance use disorder treatment services.

We understand this may be a busy time of year for you; the survey will take X minutes or less, and will not be fielded again this year. Please complete the survey by [DATE]. If you have any questions, or need us to resend the email and survey link, please feel free to call us at 1-8XX-XXXX or email us at BHWeval@norc.org. Thank you very much!