Appendix H

Reminder Call Script

This page has been left blank for double-sided copying.

AGING NETWORK PARTNERSHIPS AND EFFECTIVENESS SURVEY REMINDER CALL SCRIPT

Hello, my name is [INTERVIEWER NAME]. I am calling from Mathematica on behalf of the Aging Network Partnerships and Effectiveness Survey sponsored by the Administration for Community Living. May I please speak with [SUA/AAA/Tribal organization CONTACT NAME]?

IF CONTACT IS NOT AVAILABLE:

Is there a better time to call to reach [SUA/AAA/Tribal organization CONTACT NAME]?

[LOG DATE/TIME FOR CALL BACK]

IF VOICEMAIL BOX NAME MATCHES CONTACT NAME, LEAVE VOICEMAIL:

Hello, this message is for [SUA/AAA/Tribal organization CONTACT NAME]. My name is [INTERVIEWER NAME]. I am calling from Mathematica on behalf of the Aging Network Partnerships and Effectiveness Survey sponsored by the Administration for Community Living. The survey is part of a larger study to learn about how the Aging Network collaborates to improve the lives of older adults. You should have recently received an email with a link to this survey. This is a reminder to please complete the survey as soon as you can. If you have any questions or need your login information, please call our toll-free line at [PHONE NUMBER]. We greatly appreciate your participation.

IF CONTACT IS AVAILABLE:

Hi, my name is [INTERVIEWER NAME]. I am calling from Mathematica on behalf of the Aging Network Partnerships and Effectiveness Survey sponsored by the Administration for Community Living. The survey is part of a larger study to learn about how the Aging Network collaborates to improve the lives of older adults. You should have received an email with a link to this survey. I'm calling to remind you to complete the survey online and to see if you have any questions about logging in or with completing the survey.

IF CONTACT DOES NOT RECALL EMAIL:

If this is a good time, I can share some information regarding the study.

The survey asks questions about forming partnerships with other organizations, how COVID-19 may have impacted those partnerships, and how organizations evaluate the costs and benefits of the services they provide. Your response provides critical information that will help ACL better understand the Aging Network and make informed decisions about ways to better support agencies/organizations like yours.

IF CONTACT MISPLACED EMAIL:

I would be happy to email you a link to the web survey. First, let me confirm your email address: [FILL EMAIL ADDRESS].

IF CONTACT IS RESISTANT:

The information you provide is critical to provide a complete picture of how members of the Aging Network partner to meet the needs of older adults, and how agencies value the costs and benefits of program services. Without your feedback, the survey results may not reflect the variation in how

[SUAs/AAAs/Title VI tribal agencies] meet the needs of older adults in their local context. The survey takes only about 15 minutes to complete. We have also partnered with [IF AAA or Title VI: USAging; IF SUA: ADvancing States] to collect only information that is not already known about Aging Network operations. Your responses will only be seen by the study team and the Administration for Community Living and will only be reported to the public in aggregate form.

IF R IS SKEPTICAL:

This is an important study sponsored by the Administration for Community Living. Findings from this survey will help ACL make informed decisions about ways to better support the Aging Network.

Do you have any questions about the survey?

AGREES TO PARTICIPATE:

Great, thank you very much for agreeing to take part in this important survey. Do you need the survey link or your username or password information?