

Attachment B-1 Director Eligibility Telephone call

Form Approved OMB No. 0920-1030
Exp. Date 02/28/2026

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The interviewer will confirm that the director has received and read through materials we sent and confirm their interest in participating.

If not, the interviewer will offer to email the materials while on the phone. The interviewer will read the NCHS letter to the director, answer any questions, and ask if they would like to participate.

Before setting an appointment for sampling DCWs, we will need to discuss eligibility with the director.

Here are the questions we will need to ask:

Number of residents/participants.

Number of DCW employees and contractors

Appointment Setting Script

1. Hello, may I please speak to [NAME OF ADMINISTRATOR/DIRECTOR]. HAVE YOU REACHED THE [ADMINISTRATOR/DIRECTOR]?

If YES AND SCHEDULING INITIAL APPOINTMENT à GO TO 2

IF YES AND RESCHEDULING APPOINTMENT à GO TO 8

If NO à GO TO 1a

1a. IF [ADMINISTRATOR/DIRECTOR] IS NOT AVAILABLE ASK FOR THE BEST TIME TO CALL BACK TO REACH THE [ADMINISTRATOR/DIRECTOR]. NOTE BEST TIME TO CALL.

1b. IF LEAVING A VOICEMAIL:

Hello, my name is _____. I'm calling from RTI International on behalf of CDC's National Center for Health Statistics regarding the Direct Care Worker Pilot Study. As part of the pilot study, we would like to collect data on direct care workers at your facility. This will involve a short telephone appointment to answer a few questions about direct care workers at your facility and sample two of them.

Can you please call me toll free at ###-###-#### so that we can set this appointment?

Thank you.

2. My name is _____ and I'm calling on behalf of the Direct Care Worker Pilot Study, a project being conducted by CDC's National Center for Health Statistics.
3. GO TO ENTITY TASKS AND SELECT APPOINTMENT AND ADD/EDIT APPOINTMENT. I would like to set up an appointment where you will sample two DCWs with the help of a telephone interviewer. This telephone call will take about 15 minutes in total.
4. SUGGEST A DATE AND TIME OR IDENTIFY A TIME THAT WORKS BEST FOR THE R. RECORD DATE AND TIME. CHECK THAT THE APPOINTMENT TIME DOES NOT CONFLICT WITH ANOTHER APPOINTMENT YOU HAVE ON YOUR CALENDAR.
5. A few days before the appointment, we will email a confirmation of the appointment time and instructions to complete the telephone call. COLLECT AND CONFIRM EMAIL ADDRESS AND UPDATE EMAIL ADDRESS IN THE ICS. Please review this information before your appointment.
 - a. IF THE R DOES NOT WANT AN EMAIL: We can FedEx this information to you. CONFIRM MAILING ADDRESS. Please review this information before your appointment.
6. Thank you for your time today. We look forward to talking to you again on DATE/TIME OF APPOINTMENT. If you have any questions before the appointment to sample two of your direct care workers, or if you need to reschedule, please call ###-###-####.

7. IN THE ICS AND ASSIGN, GO TO ENTITY TASKS AND SELECT VIEW/CHANGE STATUS AND UPDATE THE CODE TO 1292 IN STAGE 559 – SU APPOINTMENT SETTING CALL.

8. GO TO ENTITIY TASKS AND SELECT APPOINTMENT AND ADD/EDIT APPOINTMENT. You previously scheduled an appointment to complete the direct care worker pilot study on [DATE], but we were unable to reach [you/name of R] at that time. There is still time to participate, and your participation is important to help develop a direct care worker survey. I would like to reschedule your appointment where you will select two direct care workers with the help of a telephone interviewer. This telephone call will take about 15 minutes in total.

9. SUGGEST A DATE AND TIME OR IDENTIFY A TIME THAT WORKS BEST FOR THE R. UPDATE APPOINTMENT DATE AND TIME. CHECK THAT THE APPOINTMENT TIME DOES NOT CONFLICT WITH ANOTHER APPOINTMENT YOU HAVE ON YOUR CALENDAR.

10. A few days before the appointment, we will email a confirmation of the appointment time and instructions to complete the telephone call. COLLECT AND CONFIRM EMAIL ADDRESS AND UPDATE EMAIL ADDRESS IN THE ICS. Please review this information before your appointment.
 - a. IF THE R DOES NOT WANT AN EMAIL: We can FedEx this information to you. CONFIRM MAILING ADDRESS. Please review this information before your appointment.

11. Thank you for your time today. We look forward to talking to you again on DATE/TIME OF APPOINTMENT. If you have any questions before the appointment, or if you need to reschedule, please call ###-###-####.

12. IN THE ICS AND ASSIGN, GO TO ENTITY TASKS AND SELECT VIEW/CHANGE STATUS AND UPDATE THE CODE TO 1297 IN STAGE 559 – APPOINTMENT SETTING CALL.