

## Attachment B-3 Director DCW Sampling Call

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

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In addition to reading through the script below, the interviewer will also do the following:

Walk through sampling list with the director.

Remove DCWs that are not eligible—language barrier, not current employee or contractor

For each sampled DCW ask:

Is the sampled DCW an employee or a contractor?

If employee, does the DCW work part-time or full-time?

If contractor, does the DCW contract temporarily or long-term?

What is the position title of the sampled DCW?

Could I please have the name, address, phone number, and email address of the sampled DCW?

## Sampling Call Script

1. 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. May I please speak with [name of the director/administrator]?

IF NOT AVAILABLE, ASK: Is there a good time that I can reach him/her? ADD APPOINTMENT IN ICS.

2. IF AVAILABLE: I'm calling at our scheduled time. Were you able to prepare a list of current direct care workers as of midnight yesterday?

**IF YES:** Using the list that you have prepared, I will talk you through a few steps to determine which two DCWs to select. LAUNCH THE SAMPLING/QUESTIONNAIRE MODULE AND PROCEED TO THE SAMPLING INSTRUCTIONS.

**IF NO:** I can stay on the line now while you print or write a list of current direct care workers as of midnight yesterday.

IF ABLE TO DRAFT LIST WHILE ON THE PHONE LAUNCH THE SAMPLING/QUESTIONNAIRE MODULE AND PROCEED TO SAMPLING INSTRUCTIONS.

IF NEEDS TIME TO DRAFT LIST: Is this a good time of day to call back or is there a better time to reach you to complete this interview? Thank you very much for your time. Please prepare your list of current DCWs as of midnight before [APPOINTMENT DATE]. I will call you back then. RESCHEDULE APPOINTMENT IN ICS AND END CALL

3. IF LEAVING VOICEMAIL: 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. I'm calling at our scheduled time to complete part of the study, but I have tried unsuccessfully to reach you by telephone. Can you please call me toll free at ###-###-#### so I can reschedule an appointment to complete the study? Your participation is important in helping understand long-term care in the United States. Thank you.

4. RETURN TO THE CASE IN THE ICS. FROM ENTITY TASKS SELECT VIEW/CHANGE STATUS AND ASSIGN THE APPROPRIATE CODE IN STAGE 560 - SAMPLING/QUESTIONNAIRE CALL.