

# MICS: CATI-CMS Phone Prompting Specifications

## Inputs

- TI NAME
- RESPONDENT NAME
- NSDUH COMPLETION DATE
- RESPONDENT-SPECIFIC SCHEDULER LINK
- MICS DATA COLLECTION END DATE

TW	
ASK	All respondents
<p>INTERVIEWER: WHAT DO YOU WANT TO DO?</p> <p>&lt;1&gt; CONTINUE WITH THIS CASE            &lt;2&gt; REVIEW RECORD OF EVENTS            &lt;3&gt; VIEW RESPONDENT NAME            &lt;4&gt; REVIEW/ENTER CASE-LEVEL COMMENTS            &lt;6&gt; SAVE THE CURRENT CASE; GET ANOTHER CASE; OR EXIT CATI-CMS            &lt;7&gt; SCHEDULE A CALLBACK            &lt;9&gt; CALL-IN CASE            &lt;17&gt; GO TO SYMPHONY            &lt;90&gt; SPECIAL OPTIONS</p>	
NEXT	1: AUTO_DIAL 2: CASE HISTORY 3: ROSTER LINES 4: CASE COMMENTS 6: EXIT CASE 7: SCHEDULER 17: CASETOOLS 90: SPECIAL OPTIONS
NOTE	Auto dialer should route to SCHED_INTRO after dialing CATI-CMS Screen – not respondent-facing

SCHED_INTRO	
ASK	All respondents
<p>OUTBOUND SCRIPT: Hello, my name is [TI NAME] from RTI International in North Carolina. I'm calling in regard to a study sponsored by the U.S. Department of Health and Human Services.</p> <p>May I please speak with [R NAME]?</p> <p>INBOUND SCRIPT: Hello, my name is [TI NAME] from RTI International in North Carolina. I had called in regard to a study sponsored by the U.S. Department of Health and Human Services.</p> <p>We had previously called in an attempt to reach [R NAME], are they available?</p> <p>&lt;1&gt; YES, [R NAME] IS AVAILABLE OR SPEAKING &lt;2&gt; NO, [R NAME] IS NOT AVAILABLE &lt;3&gt; NO, NO ONE AT ADDRESS WITH THAT NAME &lt;6&gt; LANGUAGE BARRIER &lt;9&gt; REFUSAL</p>	
NEXT	1: SCHED_ACC 2: RESCHEDULE 3: INCORRECT CONTACT INFO 6: LANGUAGE BARRIER 9: PREREF
NOTE	CATI-CMS Screen

RESCHEDULE	
ASK	If SCHED_INTRO=2
When would be a better time to speak with [R NAME] or can they be reached at another number? <1> SET APPOINTMENT <2> UPDATE PHONE NUMBER	
NEXT	1: CATI-CMS SCHEDULER 2: OPEN ROSTERLINES
NOTE	CATI-CMS Screen

PREREF	
ASK	If SCHED_INTRO=9
INTERVIEWER: SPECIFY THE STRENGTH OF THE REFUSAL.  <1> REFUSAL <2> HOSTILE REFUSAL	
NEXT	REFUSAL_DESCRIPTION
NOTE	CATI-CMS Screen

REFUSAL_DESCRIPTION	
ASK	After REFUSED
<p>INTERVIEWER: DESCRIBE WHAT HAPPENED DURING THE REFUSAL. (CHECK ALL THAT APPLY.)</p> <p>&lt;1&gt; HUNG UP BEFORE INTRO            &lt;2&gt; HUNG UP DURING INTRO (BEFORE AFFILIATION)            &lt;3&gt; HUNG UP DURING INTRO (AFTER AFFILIATION)            &lt;4&gt; "TOO BUSY" / "NO TIME"            &lt;5&gt; "NOT INTERESTED"            &lt;6&gt; ASKED ABOUT PURPOSE OF THE STUDY            &lt;7&gt; ASKED HOW LONG SURVEY WILL TAKE            &lt;8&gt; ASKED HOW WE GOT TELEPHONE NUMBER</p>	
NEXT	THANK_EVT
NOTE	CATI-CMS Screen

SCHED_ACC	
ASK	If SCHED_INTRO=1
<p>(INTERVIEWER: READ ONLY IF RESPONDENT DID NOT ANSWER PHONE: Hello, my name is [TI NAME] from RTI International in North Carolina. I'm calling on behalf of a study sponsored by the Department of Health and Human Services (DHHS).</p> <p>Our records indicate that you completed the National Survey on Drug Use and Health on [DATE OF INTERVIEW] and were then selected for and agreed to a follow-up interview. Is this information accurate?</p> <p>&lt;1&gt; YES            &lt;2&gt; NO            &lt;8&gt; DON'T KNOW            &lt;9&gt; REFUSED</p>	
NEXT	1: SCHED_ATT 2: END 8: END 9: END
NOTE	CATI-CMS Screen

SCHED_ATT	
ASK	If SCHED_ACC=1
<p>The purpose of this call is to schedule the follow-up interview. If you would like, I can help you pick a date and time that works for you. You have until [DATA COLLECTION END DATE] to participate and the interview must be scheduled at least 4 days before the date of the actual interview.</p> <p>Would you like to schedule your follow-up interview?</p> <p>&lt;1&gt; YES            &lt;2&gt; NO            &lt;8&gt; DON'T KNOW            &lt;9&gt; REFUSED</p>	
NEXT	1: SCHED_LINK 2: END 8: END 9: END
NOTE	CATI-CMS Screen

**Commented [SL1]:** added the word "actual" for clarity but probably not needed. I tend to shy away from language that indicates someone "has to do x,y,x" Not everyone responds well to that



SCHED_LINK	
ASK	If SCHED_ATT=1
CLICK TO LAUNCH ONLINE SCHEDULING SYSTEM: [RESPONDENT-SPECIFIC SCHEDULER LINK] INPUT "1" TO MOVE FORWARD, AFTER SCHEDULING OR ATTEMPTING TO SCHEDULE. <1> MOVE FORWARD	
NEXT	1: SCHED_RESULT
NOTE	CATI-CMS Screen

SCHED_RESULT	
ASK	If SCHED_LINK=1
<p>INTERVIEWER: WHAT WAS THE OUTCOME OF THE INTERVIEW?</p> <p>&lt;1&gt; INTERVIEW SCHEDULED            &lt;4&gt; INTERVIEW NOT SCHEDULED – NO TIMES THAT WORKED            &lt;6&gt; INTERVIEW NOT SCHEDULED – REFUSAL</p>	
NEXT	END
NOTE	CATI-CMS Screen <6> = Symphony Code 1405

END	
ASK	All respondents
These are all the questions I have. Thank you for your time. <1> END	
NEXT	Allow for case notes and then End.
NOTE	CATI-CMS Screen If any screens were marked as refusal and sent to END, Symphony Code: 1405.

<b>ANSPROMPT1</b>	
ASK	If dial result is answering machine
<p>Hello, my name is [TI NAME] from RTI International in North Carolina. I'm calling on behalf of a study sponsored by the Department of Health and Human Services (DHHS). I'm calling to schedule your follow-up interview to the National Survey on Drug Use and Health.</p> <p>Please have [R NAME] call us back at xxx-xxx-xxxx at their earliest convenience.</p> <p>Thank you and have a great day.</p> <p>&lt;1&gt; LEFT MESSAGE            &lt;2&gt; SOMEONE PICKED UP            &lt;3&gt; UNABLE TO LEAVE MESSAGE</p>	
NEXT	1: Answering machine status, exit 2: Go to SCHED_INTRO screen 3: Ring-no-answer status, exit
NOTE	CATI-CMS Screen