

Attachment E

Project Director Interview Phone Follow-up Script

Hello, my name is [NAME] and I am calling from the EBS Team at Westat on behalf of the Rehabilitation Services Administration. May I speak with [PROJECT DIRECTOR NAME]?

- Not Available [FIND A GOOD TIME TO CALL BACK AND LEAVE A MESSAGE WITH THE RESPONDENT WITH YOUR NAME, PHONE NUMBER, AND PURPOSE OF THE CALL. END CALL]
- Speaking

I am following up regarding the email we sent on [DATE] to arrange an interview with you in the next couple of weeks to discuss the [GRANTEE PROJECT NAME], funded under RSA's 84.421F DIF program. The email would have come from EBS@Westat.com. Did you receive the email?

- No [CONFIRM EMAIL ADDRESS SAY "I will be happy to send you the email again with all the information. Please also check your junk or spam email box in case our email got stuck there and if needed, adjust your email settings to allow emails from EBS@Westat.com to come through". PROCEED TO THE NEXT PARAGRAPH]
- Yes

I will give you a brief description of the interview, answer any questions, and schedule the interview for a day and time that is convenient for you. Do you have 10 or 15 minutes?

- No [ARRANGE FOR A TIME TO CALL BACK OR CONTINUE INTERVIEW ARRANGEMENTS BY EMAIL. END CALL].
- Yes

The EBS Team will prepare a yearly summary report on the 84.421F DIF grants and their outcomes for RSA. We will use information submitted by grants to RSA directly as well as other information compiled through EBS activities. To make sure the report is complete, we'd like to talk to you about [PROJECT NAME] and learn more about your program's overall progress, challenges and support, and any other important activities not captured in the quantitative data. The interview will take no more than 90 minutes and will be held via MS Teams.

[IF PROJECT DIRECTOR INDICATED THEY DID RECEIVE THE INVITATION EMAIL SAY "Did you have a chance to read the information sheet attached to the email?"] IF NO: Let me read you the information sheet attached to the email we sent you. [READ THE CONSENT INFORMATION SHEET]. Do you have any questions? [ANSWER ANY QUESTIONS].

Do you agree to participate in the interview?

- Yes [FIND A MUTUALLY CONVENIENT TIME. The interview is scheduled for [DATE AND TIME]. Please look out for an email from EBS@Westat.com with the MS Teams interview link. We look forward to speaking with you. Goodbye]
- No [IF NO, SAY "Participating in the evidence building activities is part of [GRANT]'s cooperative agreement with RSA. If you are not able to participate, please provide the name and contact information of another knowledgeable person who can participate in the interview and provide information on your project." RECORD THE NEW RESPONDENT'S INFORMATION. Please let them know to expect an email from EBS@Westat.com. Thank you. Goodbye]