

NLSY27 CATI ELIGIBILITY SCREENER INTRO TALKING POINTS

Thank you for calling the NLSY27 Help Desk. My **name is** _____. This call is being recorded for quality assurance purposes. How can I assist you today?

IF CALLING TO COMPLETE THE ELIGIBILITY SCREENER, CONTINUE.

IF CALLING FOR ANOTHER REASON - EXIT SCREENER INTRO AND ANSWER CALLER'S QUESTION USING TICKET SYSTEM

Collect Household Control ID

In order to access your record, please give me the ID number from the letter you received.

PROVIDES CONTROL ID: _____ (INTERVIEWER: **BEGIN CATI INSTRUMENT** (ES005))

UNABLE TO PROVIDE CONTROL ID (GO TO **COLLECT ADDRESS**)

Collect Address

What is your address?

PROVIDES ADDRESS: _____

INTERVIEWER:

1. REPEAT ADDRESS BACK TO R
2. USE ADDRESS TO FIND ACCESS CODE AND PULL UP CORRECT CASE
3. IF CASE IS NOT FOUND GO TO **ADDRESS NOT FOUND**

ADDRESS IS FOUND (INTERVIEWER: **BEGIN CATI INSTRUMENT** (ES005))

UNABLE TO PROVIDE ADDRESS (GO TO **ADDRESS RELUCTANCE**)

Address Not Found

I'm sorry. Your address is not part of our study. Is there another way I can assist you today?

Address Reluctance

We need your address to verify your household was selected for this survey. Can you please provide your address?

YES (GO TO **COLLECT ADDRESS**)

NO (GO TO **ADDRESS REFUSAL**)

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INTERVIEWER: IF R ASKS WHY ADDRESS IS NEEDED, LET THEM KNOW THAT IT IS TO VERIFY THEIR HOUSEHOLD WAS SELECTED FOR THIS SURVEY.

Address Refusal

I'm sorry, without your address I am unable to let you know if your household is eligible. Is there another way I can assist you today?

NLSY27 CATI ELIGIBILITY SCREENER INTRO TALKING POINTS SPANISH

Gracias por llamar al servicio de asistencia de la NLSY27. **Me llamo** _____. Esta llamada se grabará con fines de control de calidad.

IF CALLING TO COMPLETE THE ELIGIBILITY SCREENER, CONTINUE.

IF CALLING FOR ANOTHER REASON - EXIT SCREENER INTRO AND ANSWER CALLER'S QUESTION USING TICKET SYSTEM

Collect Household Control ID

Para poder acceder a su récord, ¿me puede dar el número de identificación de la carta que recibió?

PROVIDES CONTROL ID: _____ (INTERVIEWER: **BEGIN CATI INSTRUMENT** (ES005))

UNABLE TO PROVIDE CONTROL ID (GO TO **COLLECT ADDRESS**)

Collect Address

¿Cuál es su dirección?

PROVIDES ADDRESS: _____

INTERVIEWER:

4. REPEAT ADDRESS BACK TO R
5. USE ADDRESS TO FIND ACCESS CODE AND PULL UP CORRECT CASE
6. IF CASE IS NOT FOUND GO TO **ADDRESS NOT FOUND**

ADDRESS IS FOUND (INTERVIEWER: **BEGIN CATI INSTRUMENT** (ES005))

UNABLE TO PROVIDE ADDRESS (GO TO **ADDRESS RELUCTANCE**)

Address Not Found

Lo siento. Su dirección no forma parte de nuestro estudio. ¿Hay alguna otra forma en que pueda ayudarlo(a) hoy?

Address Reluctance

Necesitamos su dirección para verificar que su hogar fue seleccionado para esta encuesta. ¿Puede darme su dirección?

YES (GO TO **COLLECT ADDRESS**)

NO (GO TO **ADDRESS REFUSAL**)

NLSY27 CATI ELIGIBILITY SCREENER INTRO TALKING POINTS SPANISH

INTERVIEWER: IF R ASKS WHY ADDRESS IS NEEDED, LET THEM KNOW THAT ES PARA VERIFICAR QUE SU HOGAR FUE SELECCIONADO PARA ESTA ENCUESTA.

Address Refusal

Lo siento, sin su dirección no puedo informarle si su hogar cumple los requisitos.
¿Hay alguna otra forma en que pueda ayudarlo(a) hoy?