

Phone Screening Scripts

First Phone Call from Your List

Hi my name is ***your name*** from ***your organization*** and I am calling to see if you would like to be part of a study to improve a survey for families in 10 King County communities. The survey will take about 30 minutes and we are offering a \$25 Visa gift card when it is complete. You can also be entered in a raffle for the chance to win a \$100 gift card. We can complete the survey together in person or virtually over a video call at a different time that works well for you. This is a one-time survey, and your answers and identity will be kept confidential.

If unsure if family member is over 18 years old or a part of our King County communities:

If you are interested, I have two questions to make sure you are eligible for the survey. Is that okay?

Are you 18 years old or older? *(If no, skip to the “Family is not Eligible” header)*

Are you a part of **at least one** of these King County communities?

- Black & African American
- Indigenous/American Indian/Alaska Native
- Hispanic or Latino/a/x
- Chinese
- Vietnamese
- Somali
- Ethiopian
- Middle Eastern or North African
- Pacific Islander
- Families of children with a disability

Family is Eligible

It looks like you are eligible to help us with this project. Can we set up a time in the next few weeks to test the survey either in-person or virtually? We will need about 30 minutes to complete the survey.

We will be reaching out with a reminder the day before we meet by ***phone or email***. Is there a way to contact you that you would prefer? ***note contact information*** Great thank you, hope you have a great rest of your day and we will be in contact again soon!

Family is Not Eligible

Unfortunately you are not eligible to take this survey. Thank you for your time, and I hope you have a great rest of your day!

First Phone Call for **Other RFAC Member**

Hi my name is ***your name*** from ***your organization*** and I am calling to see if you would like to be part of a study to improve a survey for families in 10 King County communities. The survey will take about 30 minutes and we are offering a \$25 Visa gift card when it is complete. You can also be entered in a raffle for the chance to win a \$100 gift card. We can complete the survey together in person or virtually over a video call at a different time that works well for you. This is a one-time survey, and your answers and identity will be kept confidential.

If unsure if family member is over 18 years old or a part of our King County communities:

If you are interested, I have two questions to make sure you are eligible for the survey. Is that okay?

Are you 18 years old or older? *(If no, skip to the “Family is not Eligible” header)*

Are you a part of **at least one** of these King County communities?

- Black & African American
- Indigenous/American Indian/Alaska Native
- Hispanic or Latino/a/x
- Chinese
- Vietnamese
- Somali
- Ethiopian
- Middle Eastern or North African
- Pacific Islander
- Families of children with a disability

Family is Eligible

It looks like you are eligible to help us with this project. My colleague will give you a call in the next couple days to set up a time in the next few weeks to test the survey either in-person or virtually. They will need about 30 minutes to complete the survey.

We will also be reaching out with a reminder the day before we meet by ***phone or email***. Is there a way to contact you that you would prefer? ***note contact information*** Great thank you, hope you have a great rest of your day and we will be in contact again soon!

Family is Not Eligible

Unfortunately you are not eligible to take this survey. Thank you for your time, and I hope you have a great rest of your day!

Leaving a Message - After First Call

Hi my name is ***your name*** from ***your organization***, and I am calling about an opportunity to be in a research study where we are testing a survey about families. It would take about 30 minutes of your time and we can offer you a \$25 gift card. You would also have the opportunity to win another gift card for \$100 in a raffle. This is a one-time survey, and your answers and identity will be kept confidential. If you're interested, please give me a call back at ***your phone number***. I will try reaching out again in the coming week. Thank you!

Leaving a Message - After Third and Final Call

Hi my name is ***your name*** from ***your organization***, and I called earlier about an opportunity to be in a research study where we are testing a survey about families that would take about 30 minutes of your time in exchange for a \$25 Visa gift card. You would also have the opportunity to win another gift card for \$100 in a raffle. If you're interested, please give me a call back at ***your phone number*** by ***date two days from date of call*** otherwise we will assume you are not interested. Thank you!

First Phone Call After Introduction Call to Schedule Meeting Time

Hi my name is ***your name*** from ***your organization***, I am a colleague of ***other RFAC member name*** from ***your organization***. They let me know you are interested in taking our survey that will take about 30 minutes for a \$25 Visa gift card and to be entered in a raffle to win a \$100 gift card. This is a one-time survey, and your answers and identity will be kept confidential. We can complete the survey together in person or virtually over a video call, when would be a good time for you to take the survey?

Leaving a Message - After First Call to Schedule a Meeting

Hi my name is ***your name*** from ***your organization***, I am a colleague of ***other RFAC member name*** from ***your organization***. I am calling about the opportunity to be in a research study where we are testing a survey about families. It would take about 30 minutes of your time and we can offer you a \$25 gift card. You would also have the opportunity to win another gift card for \$100 in a raffle. This is a one-time survey, and your answers and identity will be kept confidential. If you're still interested, please give me a call back at ***your phone number*** to schedule a time to take the survey. I will try reaching out again in the coming week. Thank you!

Leaving a Message - After Third and Final Call to Try Scheduling a Meeting

Hi my name is ***your name*** from ***your organization***, I am a colleague of ***other RFAC member name*** from ***your organization***. I called earlier about an opportunity to be in a research study where we are testing a survey about families that would take about 30 minutes of your time in exchange for a \$25 Visa gift card. Please give me a call back at ***your phone number*** by ***date two days from date of call*** otherwise we will assume you are not interested. Thank you!

Email Templates

Day Before Meeting Reminder (In-Person)

Hi ***name of person taking survey***,

Thank you for agreeing to be a part of our project! This is a reminder that we will be completing the survey together tomorrow ***date*** at ***time*** at ***location***.

As a reminder, our meeting will be about 30 minutes and we will be offering you a \$25 Visa gift card. You can also be entered in a drawing to win another gift card for \$100.

See you soon!

your name

Day Before Meeting Reminder (Virtual)

Hi ***name of person taking survey***,

Thank you for agreeing to be a part of our project! This is a reminder that we will be completing the survey together tomorrow ***date*** at ***time*** at this link: ***Zoom/other platform link***.

As a reminder, our meeting will be about 30 minutes and we will be offering you a Visa \$25 gift card. You can also be entered in a drawing to win another gift card for \$100.

See you soon!

your name

Post-Survey Thank You with Gift Card Instructions - Mailing to Family

Hi ***name of person who took the survey***,

Thank you again for participating in our survey project. Your involvement has helped make this survey more culturally relevant for other families like yours.

As I mentioned I will be mailing out your gift card to your home address and you should receive it in the next couple weeks. **You have also been entered to win another gift card for \$100 and we will reach out if you are selected. You have not been entered into the gift card drawing for \$100 as you requested. (Select one sentence)**

We will be sending out more information about the findings of this project at the end of the year.

Thanks again!

your name

Post-Survey Thank You with Gift Card Instructions - Pick Up at Organization

Hi ***name of person who took the survey***,

Thank you again for participating in our survey project. Your involvement has helped make this survey more culturally relevant for other families like yours.

As I mentioned, you can pick up your gift card at our office at this address:

organization address

You have also been entered to win another gift card for \$100 and we will reach out if you are selected. You have not been entered into the gift card drawing for \$100 as you requested. (Select one sentence)

We will be sending out more information about the findings of this project at the end of the year.

Thanks again!

your name

Post-Survey Thank You Gave Gift Card in Person

Hi ***name of person who took the survey***,

Thank you again for participating in our survey project. Your involvement has helped make this survey more culturally relevant for other families like yours.

You have also been entered to win another gift card for \$100 and we will reach out if you are selected. You have not been entered into the gift card drawing for \$100 as you requested. (Select one sentence) We will be sending out more information about the findings of this project at the end of the year.

Thanks again!

your name

Text Templates

Day Before Meeting Reminder (In-Person)

Hi ***name of person taking survey***, just wanted to send a quick reminder about our meeting tomorrow ***date*** at ***time*** at ***location***. Our meeting will be about 30 minutes and we will be offering you a \$25 Visa gift card. You may also be entered to a gift card drawing for \$100. See you soon!

Day Before Meeting Reminder (Virtual)

Hi ***name of person taking survey***, just wanted to send a quick reminder about our meeting tomorrow ***date*** at ***time*** at at this link: ***Zoom/other platform link***. Our meeting will be about 30 minutes and we will be offering you a \$25 Visa gift card. You may also be entered to a gift card drawing for \$100. See you soon!

Post-Survey Thank You - Gave Gift Card in Person

Hi ***name of person who took the survey***! Thank you again for participating in our survey project. Your involvement has helped make this survey more culturally relevant for other families like yours. We **will/will not** be entering you into the drawing to win \$100. We will be sending out more information about the findings of this project at the end of the year. Take care!

Post-Survey Thank You - Mailed the Gift Card

Hi ***name of person who took the survey***! Thank you again for participating in our survey project. Your involvement has helped make this survey more culturally relevant for other families like yours. We **will/will not** be entering you into the drawing to win \$100 and your gift card is in the mail. We will be sending out more information about the findings of this project at the end of the year. Take care!

Post-Survey Thank You - Gift Card Pick Up at Organization Office

Hi ***name of person who took the survey***! Thank you again for participating in our survey project. Your involvement has helped make this survey more culturally relevant for other families like yours. We **will/will not** be entering you into the drawing to win \$100 and you can pick up your gift card from our office at this address: ***office address***. We will be sending out more information about the findings of this project at the end of the year. Take care!