

Introduction and Confidentiality:

To support follow-up communication with GPRA clients, OMNI has generated ideas and tips for each level of engagement. Below are sample scripts, but we encourage referring to internal protocols for outreach and utilizing rapport you may have established with the client to increase participation.

Since the GPRA interview requests a lot of personal and confidential information, it is important to verify that the person on the phone is the client you are trying to reach, and they are in a secure environment when completing the interview.

- **Example:** "Hello, is this (XX)? (wait for verification) My name is (XX), and I was hoping to speak with you regarding an interview you participated in at (CSB/FQHC name) 6 months ago with (XX). I only have a few short questions, is this a good time to talk?"

Updating contact information:

Following the introduction, we recommend explaining the purpose of the call, which is to obtain the clients most up to date and accurate contact information. It is helpful to let the client know that they will receive a gift card for their participation, to increase engagement.

- **Example:** "During the intake interview, I/they offered you the opportunity to complete a similar interview in about 6-months for a \$30 gift card. I want to make sure I have the most up to date contact information for you so that we don't miss the chance to complete the interview and get you the gift card in (starting month of open window)."

If discharged or lost contact:

Following the introduction, let them know they are still eligible to participate in the interview and receive the gift card.

- **Example:** "You are still eligible for the interview and gift card even though you are no longer engaged in services with us. I want to make sure I have the most up to date contact information for you so that we don't miss the chance to complete the interview and get you the gift card in (starting the month of an open window)."

If leaving a voicemail:

For confidentiality purposes, be cautious about stating too much information in a voicemail in case the phone is shared or no longer the client's line. If you are leaving a voicemail, try to limit the information you provide to non-descript details.

- **Example:** " Hello, this message is for (XX). My name is (XX) with (CSB/FQHC), and I was hoping to connect about a follow-up interview and gift card opportunity. I want to verify I have the most up to date contact information. Please give me a call when you have a chance so we can update your information. My number is (XX). I look forward to hearing from you. Thank you!"

Follow-up open window is approaching/reminder:

Below is an example of how to initiate a follow-up interview meeting with clients who are approaching their eligibility period.

- **Example:** “Hi (XX), this is (XX). A few months ago, you met with (XX/me) and completed an interview at (CSB/FQHC). I/they offered you the opportunity to complete a similar interview in about 6-months for a gift card. That time is approaching, and I would like to set up a time to complete the interview and get you that gift card in (starting month of open window). We can complete the interview either in-person or over the phone – whichever works best for you.”

Other tips:

Describe how participating in the follow-up interview is beneficial beyond just an incentive.

- **Example 1:** “We encourage you to participate in the interview so we can get a better understanding of your experiences with the program and to help improve our efforts moving forward. Your feedback would be vital.”
- **Example 2:** “In addition to receiving a gift card, this follow-up interview provides you with the opportunity to help strengthen our program's efforts with your feedback and uniquely personal experiences.”

If discharged or lost contact:

Let clients know about their continued eligibility despite no longer utilizing services.

- **Example:** “I just wanted to share that you are still eligible for the interview and gift card even though you are no longer engaged in services with us. We can complete the interview either in-person or over the phone – whichever works best for you.”

If leaving a voicemail:

For confidentiality purposes, try not to disclose any sensitive information in a voicemail in case the phone is shared or no longer the client's line.

- **Example:** Hello, this message is for (XX). My name is (XX) with (XX), and I was hoping to connect about a follow-up interview and gift card opportunity. Please give me a call when you have a chance at (XX). I look forward to hearing from you. Thank you!”

Currently in the follow-up window:

This call is to actively engage participants and inform them that you would like to work with them to complete the interview. Make sure they have the time and capacity to complete the interview.

- **Example:** "Hi (XX), this is (XX). You may remember that a few months ago, you met with (XX/me) and completed an interview at (CSB/FQHC). I/they asked you to complete a similar interview in about 6-months for a gift card. That time has come, and I want to make sure we can get you that gift card. I would like to schedule a time to complete the interview with you."

Other tips:

Describe how participating in the follow-up interview is beneficial beyond just an incentive.

- **Example 1:** "We encourage you to participate in the interview so we can get a better understanding of your experiences with the program and to help improve our efforts moving forward. Your feedback would be vital."
- **Example 2:** "In addition to receiving a gift card, this follow-up interview provides you with the opportunity to help strengthen our program's efforts with your feedback and uniquely personal experiences."

If discharged or lost contact:

Express that their perspective is still valuable, and they are eligible for the incentive.

- **Example:** "You are still eligible for the interview and gift card, and we would still appreciate hearing about your experiences even though you are no longer engaged in services with us. We can complete the interview either in-person or over the phone – whichever works best for you."

If leaving a voicemail:

Express that there is a limited time frame where they can still participate and obtain the incentive.

- **Example:** You are only eligible until (*last day of open window - 'closed' date*), so please give me a call when you have a chance at (XX). I look forward to hearing from you. Thank you!"

Closing

Let them know we appreciate their time.

- **Example:** "Thank you for participation in these interviews, we know your time is valuable, and we appreciate you taking the time to share your experiences with us."