**Interview Guide for I&R Callers**

2011 NCIL Field Test

1. cil NUMBER AND I&R caller’s outcome measurement number

ciL NUMBER (01-45) \_\_\_\_\_\_\_\_\_\_

i&r CALLER’S NUMBER (01-25) *[For analysis purposes only] \_\_\_\_\_\_\_\_\_\_\_\_*

1. I&R caller’s name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. I&R caller’s telephone number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. Most recent DATE THIS PERSON CALLED YOUR CIL FOR i&r\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. Date of TODAY’S telephone call \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

IF YOU COULDN’T COMPLETE THE INTERVIEW, WHY NOT:

\_\_\_\_ DISCONNECTED/WRONG NUMBER

\_\_\_\_ DECEASED

\_\_\_\_ UNWILLING TO PARTICIPATE

\_\_\_\_ NO RETURN PHONE CALL AFTER SEVERAL ATTEMPTS

**Telephone interview**

WHEN YOU HAVE THE I&R CALLER ON THE PHONE, READ:

“Hi, my name is \_\_\_\_(your name)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ with \_\_\_(name of your CIL)\_\_\_. On \_\_\_(date of the initial I&R call)\_\_\_, you called our agency for information and referral assistance. In order to improve our services, we are calling back to some people like you who contacted us during this past year. I’d like to ask you two short questions about the service you got from our Center when you contacted us. All answers will be kept confidential. Do you have a moment to answer two short questions?”

If answer is no, try to re-schedule FOR aNOTHER time.

IF ANSWER IS STILL NO, DOCUMENT YOUR ATTEMPT AND THANK THE CONSUMER FOR HER/HIS TIME.

If answer is yes, continue:

“Thank you. For each question, please be as honest as possible. There are no right or wrong answers, just whatever you feel is true. We want to know how you feel, so we can do the best possible job. Let’s begin:”

1. Sometimes we’re able to help people **get the information they need** from us, and sometimes we’re not. For you personally, did you receive the information you needed from us?

I Don’t Remember \_\_\_\_\_\_\_\_\_\_

No \_\_\_\_\_\_\_\_\_\_

Yes \_\_\_\_\_\_\_\_\_\_

1. Sometimes people **use a new resource they learned about from us,** and sometimes they don’t. By the word “resource”, I mean someplace you can call or visit to get more help or more information. For you personally, did you use a new resource you learned about from us?

I Don’t Remember \_\_\_\_\_\_\_\_\_\_

No \_\_\_\_\_\_\_\_\_\_\_\_

Yes \_\_\_\_\_\_\_\_\_\_\_\_

THANK YOU SCRIPT:

“Those are my two questions. Thank you for your help. Your input will be useful to us and other Centers like us as we improve services for persons who contact us. And as I mentioned before, your answers will be kept completely confidential within our Center.”

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