

Ohio's State Opioid and Stimulant Response (SOS) Grant

Sample Scripts for Door Knocking

Directions: Feel free to use the following scripts as guides for contacting participants in person at their places of residence, if door knocking is allowed by agency. Customize them to suit the needs of your agency with the following two basic rules from SAMHSA:

1. Never mention drugs, substance use treatment, mental health treatment, or mental health until you have validated the participant's identity.
2. Never leave messages that may identify you or your agency as part of a mental health or substance use treatment program.

Scripts for Door Knocking

- Script #1: Participant Contact
- Script #2: No Participant Contact

Source: SAMHSA. [Staying in Touch: A Fieldwork Manual of Tracking Procedures](https://ohiososevaluation.org/sites/grc_opioid_response/files/SAMHSA_Staying%20in%20Touch%20Manual_Third%20Edition.pdf) (Third Edition). Ref-604. Rockville, MD: SAMHSA, 2016, p. 144-48. Available at: https://ohiososevaluation.org/sites/grc_opioid_response/files/SAMHSA_Staying%20in%20Touch%20Manual_Third%20Edition.pdf

SAMHSA CSAT Scripts for Door Knocking

When door knocking, it is always best to have your identification visible. It is also useful to have a card or call back form to give out that contains only the project's name and telephone number.

Script # 1: Participant Contact

- **Interviewer:** "Hello, my name is _____, and I am looking for [name]."
- **Answer:** "What do you want? Who are you?"
- **Interviewer:** "I'm _____ and I work for [name of project]. I'm trying to locate [name], who is a participant in our health study. [Present your program-branded card.]
- **Answer:** "Yeah, I'm [name]. I remember now. It was the [name of] project about six months ago, right?"
- **Interviewer:** "In order to protect confidentiality, I need to confirm that you are a [name of project] participant before I go into more detail. Could you please give me your birth date?"
- **Answer:** "Yes, it's _____."
- **Interviewer:** "Great, thank you. Yes, this is a follow-up interview to the one we did with you last [time frame]. We will pay you as we did the last time and I can conduct the interview right now, if you have the time. Would you like to do it here or would you prefer that we go somewhere else?"

Note: If you are at the door-knocking stage with this participant, it is important that you make all attempts to conduct the interview immediately. Do not conduct the interview in the participant's home, however, unless you are certain of privacy and safety! Parks are a good choice, weather permitting, and outdoor venues such as coffee shops and restaurants work well if there is enough privacy. Libraries and other public spaces are suitable locations.

Script # 2: No Participant Contact

- **Interviewer:** "Hello, my name is _____. I am looking for [name]."
- **Answer:** [May be suspicious.] "There isn't anyone here by that name. What do you want?"
- **Interviewer:** "Sorry. I work for [name of project]. [Present your program-branded card.] We are trying to locate [name] to follow up on a health study that he is participating in, and this is the address he gave us when we saw him last year."
- **Answer:** "He doesn't live here now. I don't know anything about him."
- **Interviewer:** "I understand. Could you please tell me the manager's name [if this is an apartment or condo complex]? Do you know if any of the neighbors have been here over a year or so? They may have known him and might be able to help me locate him. I really appreciate your help."
- **Answer:** "The manager's in apartment number 2 and I don't know my neighbors, but the people living next door were here when I moved in."
- **Interviewer:** "Thank you very much for your time. Goodbye." [Proceed to other sources.]