



Telephone Script for Contacting Individuals on the Request for Services Registry to Schedule Validation Visits

[Call the individual] Hello. May I speak with _____ {individual's name}? My name is _____ and I am calling on behalf of the Office for Citizens with Developmental Disabilities (OCDD). OCDD is in the process of checking with people who are on a waiting list called the "registry". The registry is a list of people who are waiting for services and supports to be provided in the community through the New Opportunities Waiver (NOW). Right now, your name is listed on the registry. We would like to meet with you in person to talk about the supports and services provided by the NOW and find out whether or not it is something that you still want, should an opportunity become available. Unfortunately, this waiver is not being offered to you at this time.

Would you be willing to meet with us _____? {If yes} What is the best time and place to meet with you _____ {would you like to meet in your room or somewhere else?}. Is there anyone else who you would like to participate in the meeting? If so, who is it and would you like for me to contact them?

{If yes}, please give me their name and contact information _____

What is your relationship to this person? _____

We would like your permission to let the Director know of the date and time of our scheduled meeting so we have a private place to talk. Anything that we have talked about today and will talk about in the meeting will remain confidential. No information will be shared with anyone, including the Director and staff at _____ {name of nursing home/intermediate care facility}, without your permission.

Thanks for talking with me today. I am looking forward to meeting with you on _____ (scheduled date and time). We will call you and the person(s) you identified the day before the scheduled meeting to remind you of the meeting date, place and time.

{If no}, can we call you again to talk about meeting with us to talk about the NOW _____?

[If individual gave permission to contact the Director or staff at the facility] Hello. My name is _____ and I am with the Office for Citizens with Developmental Disabilities. _____ {individual's name} gave me permission to contact you about an upcoming meeting to update his/her request for the services and supports through the New Opportunities Waiver. A meeting has been scheduled for _____ (date and time). Is there a space at the facility that we could use for privacy during the meeting? _____ {If so} Is there someone we need to contact to reserve the meeting room? _____.

Thank you for talking with me today.