

**Survey: Client Satisfaction with Programs and Services
of United Methodist HOPE Ministries**

Telephone Consent Script

[To be used for telephone interviews]

Hello, my name is [FIRST NAME ONLY] , and I'm a student at Louisiana State University, here in Baton Rouge. I'm participating in a survey as part of a class project in sociology...I'm not selling anything.

We are contacting people who have participated in programs offered by United Methodist HOPE Ministries, on Winbourne Ave., at their request.

I am trying to reach [CLIENT'S NAME] . Is that you, or may I speak to [Mr./Ms. CLIENT'S LAST NAME] ?

[IF R IS THIS PERSON, CONTINUE WITH INTRO; IF ANOTHER R COMES TO PHONE, INTRODUCE YOURSELF AGAIN AND CONTINUE]

[IF R ASKS HOW YOU GOT HIS/HER NUMBER, TELL THEM THAT HOPE MINISTRIES GAVE IT TO US FOR THE PURPOSE OF DOING THIS SURVEY, AND IT WON'T BE USED FOR ANY OTHER PURPOSE.]

I'd like to ask you some questions about your participation and satisfaction with services offered at HOPE Ministries. We are conducting this survey so that HOPE can understand how well they are meeting community needs, and also for our class work and academic research.

Of course, any answers you give are completely confidential, and we won't report your personal answers to anyone, including HOPE Ministries. We will only report results in aggregate, percentaged form. You are free to refuse to answer any question or to end the interview at any time.

If you have questions about this survey, you may contact the LSU Sociology Department, at 578-1645 or United Methodist HOPE Ministries at 355-0702. If you have questions about respondents' rights, you may contact Robert C. Mathews, Chairman of the LSU Institutional Review Board, at 578-8692.

May we begin the interview? [RECORD YES____ OR NO____]