First telephone call scripts with relatives
Hello, my name is ____________, and I am with _______ County Department of Children and Family Services. I am calling for ____________. Is this she/he? (Yes) I am working with one of your family members. Do you know (parent/child name)? I am worried about ___________ and I'm not sure how much you know about ____________ and his/her life. Are you in a place where you can talk right now? (Yes). ____________ is interested in information about his/her family, traditions, religion - in general his/her family history. You can imagine that someone in ________'s position, being raised away from home, would want to know about his/her past. Do you have any information that we can pass on to ____________, because your help sharing this information could really make a difference in ________'s future.

Leaving a telephone message
Hello, my name is ____________, and I am with _______ County Department of Children and Family Services. I am calling for ___________ regarding (parent and their child - first name only). ____________ is physically OK, however I am worried about him/her. Please give me a call at (___) __-____. If I don't hear from you, I will call you back within the next 24 hours. Thank you.

If they don't return your call
I am calling to follow up on the message that I left you earlier. I can imagine this must be a difficult phone call to receive. Are you in a place where you can talk right now because I am very worried about ____________? I'm not sure how much you know about ____________ and his/her life. ____________ is interested in information about his/her family, traditions, religion - in general his/her family history. You can imagine that someone in ________'s position, being raised away from home, would want to know about his/her past. Do you have any information that we can pass on to ____________, because your help sharing this information could really make a difference in ________'s future. (Allow time for the person called to explain their situation, to tell their story about ____________.)
If the person asks about __________'s situation
I know that you must have questions. I really can't answer them right now. There may be a time in the future where we could talk to you and answer some of your questions. Again I realize that this is difficult but my primary concern right now is to help __________ get answers to some of his questions. Your help with this information could make such a difference in his life. One of the things that might really help our conversation today is if you could tell me one of the things you are most proud of about your family. A story or something someone has done in the past that was very special to you. What about family reunions and gatherings? What are your family traditions? Do you know who plans them (reunions)? (Try to get their name and contact information. Perhaps put them on a conference call with the family member who plans the reunions or other family gatherings.)

If they ask about how to have contact with __________
I want to assure you that I am going to share your information and how to contact you with the rest of my team. It sounds like you’re offering to help __________ more. Let me make sure I have all of your contact information for future planning for __________.

If they cannot have any contact with the child
This may be your one of the few opportunities you may have to do something to really help __________. The information that you share with me could truly improve this child's life. (Default back to questions about family).

If person sounds upset
I can't imagine what you must be feeling right now. I am so sorry for what your family has been through. But we're asking for your help now to give some answers to __________'s questions. You might think of some more things that are important for __________ to know over the next few days, or you might know other family members who would like to share information with __________. Please feel free to contact me at (___) ___-____ or e-mail address. Thank you so much for sharing this important information, it is really valuable for __________. The simple act of sharing this information may dramatically affect this child's life.

Trying to reach a neighbor/leaving a message
Hello, my name is ____________, and I am with __________ County Department of Children and Family Services. I'm trying to reach your neighbor, (relative) regarding one of their relatives. It is very urgent I speak with him/her. Please have __________ call me at (___) ___-____. If I don't hear from him/her, I will call you back within the next 24 hours. Thank you.
SAMPLE TELEPHONE CALL SCRIPTS

Reaching a neighbor
Hello, my name is ________________, and I am with __________ County Department of Children and Family Services. I'm trying to reach your neighbor, ___________ (relative) regarding one of their relatives. It is very urgent that I speak with him/her. Is it possible for you to take down my information and walk over to deliver it to ___________ (relative) or put it on the door? (Yes) Please have him/her call me at (___) ___-_____. Thank you.

Ending conversation
Over the next few days, you might think of more things that are important for _______ to know, or you might think of other family members who would like to share information with _______. Please feel free to contact me at _____. Thank you so much for sharing this important information, it is really valuable for _______. Simply sharing this information may dramatically affect his/her life.

FRESNO COUNTY DEPARTMENT OF CHILDREN AND FAMILY SERVICES