



LiveWell Colorado: Sample Spec

Updated: 03/18/2008

Overview

The LiveWell IVR will make outdial calls to households in several neighborhoods and communities. The IVR will ask a series of questions and the caller's responses will be stored in our database for later review. The IVR performs the following actions.

- Performs outdial calls
- Asks caller questions
- Stores callers responses in the database

A total of 10 calls will be made to each household until the respondent has: 1) completed at least 2 minutes of the survey; or 2) opted out of the survey.

Respondents are able to opt out of the survey three ways: by calling into the system, opting out during the outbound call, or leaving a message on the study voice mail.

System Specifics

System Entry

When a call is placed by the IVR, Voice Guide determines if the call was answered by a live caller, answering machine, or no answer.

The IVR will make up to seven attempts to call each household. If the phone call is not answered by a person over 18, then the IVR will attempt another call in the next call cycle.

If a machine answers the phone, the IVR will try again later. The IVR will also store information about when the answering machine was called so we can keep track of the number of unsuccessful calls.

System Usage Options

The Thriving Communities application is designed for both English speaking callers and Spanish speaking callers.

Touchtone Options

Key-Ahead Callers are given the opportunity to key-ahead, that is, to press touchtone digits prior to the completion of a voice message. This option allows users to quickly navigate through the system without the necessity of listening to all voice prompts.

Error Handling

Touchtone Errors Touchtone errors result when a caller either responds incorrectly to a prompt or fails to respond to a prompt within a predetermined time frame. When an invalid entry is made, an error message is played indicating that the entry was invalid. When no response is made, an error message is played indicating that no response was detected.

The caller is given three opportunities to enter an answer. When the caller has exceeded the allowed number of errors, they are notified with a failure message and will be transferred to the study voicemail.

Data

Data received from the IVR will be stored in a SQL Server database.

The **Call Summary report** provides summary information about all calls received during the designated report period.

Testing and Acceptance

Testing

As part of the installation and development of the IVR system, it will be put through a rigorous series of benchmark and quality control tests by our internal QA team, reviewed by evaluation staff and community, and signed off by the project manager.

LiveWell Colorado: Inbound Script

The below script is played to callers who initiate the call vs. are called by the system (outbound calls).

English Touch Tone Voice Files	
File Name	Message
ChoosePath1.vox	<p>Hello, you have reached the Neighborhood Health Initiative automated telephone system.</p> <p>To continue this call in English, press 1.</p> <p>Si quiere escuchar esta llamada en Espanol, oprima el numero 2, ahora.</p>
ChoosePath2.vox	<p>To complete the Neighborhood Health Initiative Survey, press 1 now.</p> <p>If you do not want to complete the survey, and want your phone number removed from the list, press 2 now.</p> <p>If you wish to leave a message for our staff with questions about this survey, press 3 now.</p>
CompleteCallHistory.vox	<p>If you received a phone call about our survey, press 1 now.</p> <p>If you heard about our survey by postcard or informational flyer, press 2 now. If you heard about the survey in the paper, press 3 now.</p>
EnterPhoneNumber.vox	<p>Using your telephone key pad, please enter your 10 digit phone number where the Neighborhood Health Initiative contacted you about this survey.</p>
EnterHomePhone.vox	<p>Using your telephone key pad, please enter your 10 digit HOME phone number.</p>
PhoneNumberNotFound.vox	<p>The phone number that you entered was not found.</p>
PleaseTryCalled.vox	<p>Please enter the phone number where the Neighborhood Health Initiative contacted you about this survey.</p>
ChooseCommunity.vox	<p>First, we need to know what community you are calling from.</p> <p>If you live in the...</p>
PhoneNumberRemoved.vox	<p>Your phone number has been removed and you will not receive any more calls to complete the survey. We apologize for any inconvenience. Goodbye.</p>
InvalidPhoneNumber.vox	<p>The phone number must be 10 digits in length.</p>

ExceededRetriesInbound.vox

You have exceeded the maximum number of allowed attempts. You will be transferred to our staff voice mail. Please leave your name and phone number where a member of our staff will call you back to resolve this problem within one business day. If you do not want to leave a message you can hang up now to exit the system. Thank you, Goodbye.

English Touch Tone Voice Files	
File Name	Message
Greeting(community).vox	<p>Hello, I am calling for the (community name) and Livewell Colorado. We work in the (community area) to help people in our community eat healthier foods and get in more physical activity. To help us understand if we are making a difference, I would like to ask you some questions about the things you eat and the physical activities you do.</p> <p>As someone who lives in (community), your telephone number was chosen by chance and none of your answers will be linked to your name, address, or telephone number. This survey will take about 10 minutes.</p> <p>After completing the survey, you will have a chance to be entered in a random drawing for an (selected prizes).</p>
GreetingEnd.vox	Please stay on the line after the survey is finish in order to enter the drawing.
Greeting2.vox	<p>To Continue in English, press 1.</p> <p>Si quiere escuchar esta llamada en Espanol, oprima el numero 2.</p>
Greeting2b.vox	If you do not wish to complete this survey, and want your phone number removed from the system, press 3 now.
Screen1.vox	First, so that we can decide if you are eligible to complete this survey, please enter your age, followed by the pound key.
Screen2.vox	Because you are less than 18 years old, you are not eligible to complete this survey. Thank you very much for your time and willingness to participate. Goodbye.
Screen3.vox	Great, you are eligible to participate in this survey. If for any reason you wish to skip a question, just press the pound key on your telephone
Aware1.vox	First, we would like to know if you have heard of
Play	<#Community Initiative Name#>
Aware1_Choices.vox	<p>If yes, press 1.</p> <p>If no, Press2.</p>

Aware2.vox	Have you seen any new changes to your community that would help you be more physically active or to eat more healthfully? If yes, press 1. If no, press 2.
Aware3.vox	Have you participated in a community physical activity or healthful eating programs in your community in the last 6 months? If Yes, press 1. If No, Press 2.
Aware3a.vox	How did you hear about the program? If you read about it in the paper, press 1. If someone you know told you about it, press 2. If you heard about it from the radio, press 3. If you saw it advertised on a poster, press 4.
Aware4.vox	Do you feel like the programs you participated in were helpful? If yes, press 1. If no, press 2.
PA_Intro.vox	These next questions will help us understand the amount of physical activity you get on a regular basis. We are interested in two types of physical activity – vigorous and moderate. Vigorous activities cause large increases in breathing or heart rate while moderate activities cause small increases in breathing or heart rate.
PA1.vox	Now, thinking about the moderate activities you do in a usual week, do you do moderate activities of at least 10 minutes at a time, such as brisk walking, bicycling, vacuuming, gardening, or anything else that causes some increase in breathing or heart rate? If yes, press 1. If no, press 2.
PA2.vox	Please enter the number of days per week you do these moderate activities for at least 10 minutes at a time.
PA3.vox	On days when you do moderate activities for at least 10 minutes at a time, enter how many total minutes per day you spend doing these activities, followed by the pound key.
PA4.vox	Now, thinking about the vigorous activities you do in a usual week, do you do vigorous activities for at least 10 minutes at a time, such as running, aerobics, heavy yard work, or anything else that causes large increases in breathing or heart rate? If yes, press 1. If no, press 2.

PA5.vox	Please enter the number of days per week you do these vigorous activities for at least 10 minutes at a time.
PA6.vox	On days when you do vigorous activities for at least 10 minutes at a time, enter how many total minutes per day you spend doing these activities, followed by the pound key.
Diet_Intro.vox	The next 5 questions ask about the foods you eat.
Diet1.vox	Are you eating less food in order to lose weight or to keep from gaining weight? If yes, press 1. If no, press 2.
Diet2.vox	Which of these statements best describes what you eat? If you just eat whatever food is available and tastes good, Press 1. If you try to eat healthy food once in a while, press 2. If you try to eat healthy food, but don't go out of your way to buy or prepare it, press 3. If you are very concerned about what you eat and will go out of your way to buy or prepare healthy food, press 4.
Diet3.vox	Not counting juice, please enter the number of times per day you eat fruit followed by the pound key.
Diet4.vox	Please enter the number of servings of vegetables you usually eat per day followed by the pound key.
Diet5.vox	Which of these statements best describes the food eating in your household in the last 12 months: If you have enough of the kinds of food you want to eat, press 1. If you have enough food but not always the kinds of food you want, press 2. If sometimes you don't have enough to eat, press 3. If you don't have enough food often, press 4.

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QOL_Intro.vox	Thanks for sticking with this, we're almost done. The next question asks about your general health.
QOL1.vox	<p>Would you say that in general your health is excellent, very good, good, fair, or poor?</p> <p>If Excellent, press 1. If very good, press 2. If good, press 3. If fair, press 4. If poor, press 5.</p>
Demo_Intro.vox	These last few questions will help us to understand the people who answered our questions. Again, your responses are anonymous and are not linked to your name, address, or telephone number. If you wish to skip any question, just press the pound key and I will go to the next question.
Demo1.vox	<p>If you are male, press 1. If you are female, press 2.</p>
Demo2.vox	About how much do you weigh without shoes? Please enter your weight in pounds followed by the pound key. If you are not sure please press the pound key.
Demo3.vox	About how tall are you without shoes? Let's start with the number of feet you are. For example, if you are 5 feet 7 inches tall, you would enter 5 now. Please enter the feet now. If you are not sure please press the pound key.
Demo4.vox	Let's do inches now. For example, if you are 5 feet 7 inches tall you would enter 7 now, followed by the pound key. Please round to the nearest inch. Please enter inches followed by the pound key now. If you are not sure please press the pound key.
Demo5.vox	<p>Are you Hispanic or Latino?</p> <p>If yes, press 1. If no, press 2.</p>
Demo6.vox	<p>Which one of these groups would you say best represents your race?</p> <p>White, press 1. Black or African American, press 2. Asian, press 3. American Indian or Alaska Native, press 4. Native Hawaiian or Other Pacific Islander, press 5. Another race that I haven't mentioned, press 6.</p>
ClosingA.vox	Thank you - you have completed all the questions we have for you. You are now eligible to be entered in the randomized drawing for

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ClosingA2.vox	If you do not wish to be entered in the drawing, please press 2 now.
ClosingB.vox	Is the phone number you entered or the phone number we reached you at the number at which you wish to be contacted if you win the drawing? If yes, press 1 If no, press 2
ClosingB1.vox	Please enter the 10-digit number in which you wish to be contacted now. Followed by the pound key.
ClosingC.vox	Great. You have been entered into the drawing.
ClosingC2.vox	If your number is selected, we will contact you by telephone.
ClosingD.vox	Thank you again for completing the survey. If you have any questions about the survey, please press 3 now. Otherwise, you can hang up the phone to exit the call. Goodbye.

Community Specific Questions:

Communities can choose specific questions to add to their portion of the IVR depending on what they need or would like to evaluate in their community. Below are the questions that were asked by some of the communities. All questions have been and will be translated into Spanish (if you would like to see a specific question below in Spanish, please email Holly Whitesides).

Alamosa (2007):

Alamosa_PA1.vox	Does your worksite offer a wellness program? If yes, press 1 If no, press 2 If you don't know, press 3
Alamosa_PA2.vox	Are you familiar with the Alamosa Ranch Trails off Cole Park? If yes, press 1 If no, press 2 If you don't know, press 3
Alamosa_PA3.vox	How many times in the last 30 days have you used the Alamosa Ranch Trails? Please enter the number of days, followed by the pound key
Alamosa_PA4.vox	How often in the past year have you walked or biked to work or school? Please enter the number of days, followed by the pound key.
Alamosa_PA5.vox	Are you aware of the senior walking program at the Alamosa Family Recreation Center? If yes, press 1 If no, press 2 If you don't know, press 3
Alamosa_PA6.vox	Have you or a family member participated in Alamosa County Parks and Recreation Programs in the past year? If yes, press 1 If no, press 2 If you don't know, press 3
Alamosa_Diet1.vox	Did you buy fresh fruit or vegetables from the Alamosa Farmer's Market in 2006? If yes, press 1 If no, press 2 If you don't know, press 3

Alamosa_Diet2.vox	<p>Are you aware of the community gardens or greenhouse projects in the county?</p> <p>If yes, press 1 If no, press 2 If you don't know, press 3</p>
Alamosa_Diet3.vox	<p>Do you believe it is important for young mothers to breastfeed their babies?</p> <p>If yes, press 1 If no, press 2 If you don't know, press 3</p>
Alamosa_Diet4.vox	<p>Do you believe that Alamosa County has a supportive environment for breastfeeding mothers?</p> <p>If yes, press 1 If no, press 2 If you don't know, press 3</p>
Alamosa_QOL1.vox	<p>Do you believe it is helpful to have you health care provider address nutrition and weight?</p> <p>If yes, press 1 If no, press 2 If you don't know, press 3</p>

Broomfield (2006 and, in part, 2007):

BFM1.wav	<p>Does anything stop you from being physically active?</p> <p>If yes, press 1 If no, Press 2.</p>
BMF3.wav	<p>Do you currently use any of the following in Broomfield?</p> <p>After I say each place: If Yes, press 1. If no, press 2.</p>
BMF4.wav	<p>Walking trails?</p>
BMF5.wav	<p>Public swimming pools?</p>
BMF6.wav	<p>Public recreation?</p>

BMF7.wav	Bike paths?
BMF8.wav	Parks, playgrounds, sports fields?
BMF9.wav	Dog park?
BMF10.wav	Are any of the following located within your neighborhood? If yes, press 1. If no press 2.
BMF11.wav	Walking trails?
BMF12.wav	Public swimming pools?
BMF13.wav	Public recreation?
BMF14.wav	Bike paths?
BMF15.wav	Parks, playgrounds, sports fields?
BMF16.wav	Dog park?
BMF17.wav	In general, would you say that people in your neighborhood are: Very physically active, press 1 Somewhat physically active, press 2. Not very physically active, press 3. Not at all physically active, press 4.
BMF18.wav	In Broomfield, would you say that people have equal access to public recreation areas? If Yes, press 1. If No, press 2.

BMF19.wav	Please press 1 for Yes, or press 2 for No for the following questions as you believe they apply:
BMF20.wav	My neighborhood is pleasant to see while walking, clean with good views.
BMF21.wav	There are bicycle or pedestrian walks in my neighborhood.
BMF23.wav	I could safely walk or bike to work. If Yes, press 1 If No, press 2
BMF24.wav	I could safely walk or bike to the supermarket. If Yes, press 1 If No, press 2
BMF25.wav	I could safely walk or bike to the playground or park. If Yes, press 1 If No, press 2
BMF26.wav	I could safely walk or bike to an open space area. If Yes, press 1 If No, press 2
BMF27.wav	Please answer the following questions as they apply to your neighborhood by pressing 1 for Yes or 2 for No.
BMF28.wav	Are the sidewalks wide enough for two people to walk together?
BMF29.wav	Are the sidewalks well maintained?
BMF30.wav	Are there enough sidewalks?
BMF31.wav	Are any sidewalks obstructed by bushes or overhanging tree branches?
BMF32.wav	Are there other problems that affect use of sidewalks, such as animal waste or unleashed dogs that threaten pedestrians?

BMF33.wav	Are crosswalks well marked?
BMF34.wav	Do all crosswalks have curb cuts providing transition from sidewalk to roadway?
BMF35.wav	Are there enough resting places along walkways for pedestrians?
BMF36.wav	Is there enough shade on walk paths you have used in Broomfield?
BMF37.wav	Is there sufficient lighting in your neighborhood?
BMF38.wav	Are street lamps at regular intervals?
BMF39.wav	Do you feel your neighborhood is in need of healthy, more affordable foods? If Yes, press 1. If No, press 2.
BMF40.wav	Would a free public garden area with volunteer gardeners be helpful in Broomfield? If Yes, press 1. If No, press 2.

Broomfield (2007):

Diet_Broomfield1.vox	If your neighborhood in Broomfield had a Farmer's Market nearby, Would you use it? If yes, press 1 If no, press 2
Diet_Broomfield2.vox	World you be in favor of establishing a community garden in your neighborhood? If yes, press 1 If no, press 2

Diet_Broomfield3.vox	<p>Does your community have a nearby supermarket or other store where you can buy fresh fruits and vegetables?</p> <p>If yes, press 1 If no, press 2</p>
Broomfield_QOL1.vox	<p>Does your employer support employee wellness activities?</p> <p>If yes, press 1 If no, press 2 If this question does not apply to you, please press 3</p>
Broomfield_QOL2.vox	<p>Does your workspace offer a comfortable and private space for women who are breastfeeding?</p> <p>If yes, press 1 If no, press 2 If this question does not apply to you, please press 3</p>
Broomfield_QOL3.vox	<p>Please answer the following questions as they relate to your primary healthcare provider.</p> <p>Does your physician provide regular communication regarding the importance of physical activity and nutrition at your visits?</p> <p>If yes, press 1 If no, press 2</p>
Broomfield_QOL4.vox	<p>Does your physician provide community referrals for nutrition and physical activity resources?</p> <p>If yes, press 1 If no, press 2</p>
Broomfield_QOL5.vox	<p>Do you have any children in daycare at this time?</p> <p>If yes, press 1 If no, press 2</p>
Broomfield_QOL6.vox	<p>Does this childcare provide regular opportunities for physical activity and play?</p> <p>If yes, press 1 If no, press 2</p>
Broomfield_QOL7.vox	<p>Are you aware if this childcare has adopted nutrition guidelines or standards for healthy meals, snacks and beverages?</p> <p>If yes, press 1 If no, press 2</p>

Broomfield_QOL8.vox	<p>Are you aware that ne of the benefits of breafeeding is reducing the risk of childhood obesity?</p> <p>If yes, press 1 If no, press 2</p>
Broomfield_QOL9.vox	<p>If you have ever breastfed, did you receive adequate support at your nearby hospital?</p> <p>If yes, press 1 If no, press 2 If you have never breastfed, please press 3</p>
BMF_HowOften_Trails.vox	<p>Please enter the number of days per week that you use these trails, followed by the pound sign.</p>
BMF_HowOften_Sidewalks.vox	<p>Please enter the number of days per week that you use these sidewalks for walking, followed by the pound sign.</p>
BMF_HowOften_Paths.vox	<p>Please enter the number of days per week that you use these paths, followed by the pound sign.</p>

Denver Urban Gardens (2006 and, in part, 2007):

DUG1.wav	<p>In the last 12 months did you ever feel that the food you bought just didn't last, and you didn't have money to get more?</p> <p>If that was often true, press 1. If that was sometimes true, press 2. If that was never true, press 3. If you don't know, press 4.</p>
DUG2.wav	<p>In the last 12 months, did you ever eat less than you felt you should because there wasn't enough money to buy food?</p> <p>If yes, press 1. If no, press 2. If you don't know, press 3.</p>
DUG3.wav	<p>I am going to read you a list of food assistance programs. Which of these, if any, have you or those in your household used in the last year?</p> <p>After I read each program Press 1 for yes. Press 2 for no.</p>

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DUG4.wav	Have you used food stamps?
DUG5.wav	Have you used food banks, or food pantries?
DUG6.wav	Have you used WIC?
DUG7.wav	Have you used a shelter that provides food?
DUG8.wav	Have you used school lunch or breakfast programs?
DUG9.wav	Have you used a summer food service program offered at a school or community center?
DUG10.wav	Have you used a nutrition program for the elderly?
DUG13.wav	<p>How much of the food you make at home comes from the supermarket or grocery store?</p> <p>If None, press 1 If Some, press 2 If Most, press 3 If All, press 4 If Not Sure, press 5</p>
DUG14.wav	<p>How much of the food you make at home comes from a convenience store or gas station?</p> <p>If None, press 1 If Some, press 2 If Most, press 3 If All, press 4 If Not Sure, press 5</p>
DUG15.wav	<p>How much of the food you prepare at home comes from the farmer's market?</p> <p>If None, press 1 If Some, press 2 If Most, press 3 If All, press 4 If Not Sure, press 5</p>

DUG16.wav	<p>How much of the food you prepare at home comes from a food bank or food pantry?</p> <p>If None, press 1 If Some, press 2 If Most, press 3 If All, press 4 If Not Sure, press 5</p>
DUG17.wav	<p>How much of the food you prepare at home comes from a garden located either at home or in your community?</p> <p>If None, press 1 If Some, press 2 If Most, press 3 If All, press 4 If Not Sure, press 5</p>
DUG18.wav	<p>How much of the food you prepare at home comes from a church or community organization?</p>
DUG20.wav	<p>Would it help you eat more fruits and vegetables if more stores accepted food stamps or WIC vouchers?</p> <p>If yes, press 1. If no, press 2.</p>
DUG21.wav	<p>Would it help you eat more fruits and vegetables if there was a free or low cost shuttle to local stores or markets?</p> <p>If yes, press 1. If no, press 2.</p>
DUG22.wav	<p>Would it help you eat more fruits and vegetables if there was a mobile fruit and vegetable truck?</p> <p>If yes, press 1. If no, press 2.</p>
DUG23.wav	<p>Would it help you eat more fruits and vegetables if there was a new or improved market nearby?</p> <p>If yes, press 1. If no, press 2.</p>
DUG24.wav	<p>Would it help you eat more fruits and vegetables if there was a better variety and quality where you shop?</p> <p>If yes, press 1 If no, press 2</p>

DUG25.wav	Would it help you eat more fruits and vegetables if there was a nearby farmer's market? If yes, press 1 If no, press 2
DUG26.wav	Would it help you eat more fruits and vegetables if there was a nearby community garden? If yes, press 1 If no, press 2
DUG27.wav	Would it help you eat more fruits and vegetables if you had access to a food buying co-op? If yes, press 1 If no, press 2
DUG28.wav	Would it help you eat more fruits and vegetables if there were coupons or price discounts? If yes, press 1 If no, press 2
DUG29.wav	Would it help you eat more fruits and vegetables if you could learn more food preparation skills or had more recipes? If yes, press 1 If no, press 2
DUG30.wav	Do you grow your own vegetables and or herbs either at home or elsewhere in your community? If Yes, press 1. If No, press 2.
DUG31.wav	Are you aware of opportunities in your community to grow your own vegetables and herbs? If Yes, press 1. If No, press 2.
DUG32.wav	Over the past month, have you done physical activities that you did solely for recreation, sport, exercise, or leisure? If yes, press 1 If No, press 2.

DUG34.wav	How much of your physical activity was done in your home or apartment complex? If None, press 1 If Some, press 2 If Most, press 3 If All, press 4
DUG35.wav	How much of your physical activity was done at school or on school grounds? If None, press 1 If Some, press 2 If Most, press 3 If All, press 4
DUG36.wav	How much of your physical activity was done at recreation Centers? If None, press 1 If Some, press 2 If Most, press 3 If All, press 4
DUG37.wav	How much of your physical activity was done at parks? If None, press 1 If Some, press 2 If Most, press 3 If All, press 4
DUG38.wav	How much of your physical activity was done on streets near home (for walking, running, or bicycling)? If None, press 1 If Some, press 2 If Most, press 3 If All, press 4
DUG39.wav	How much of your physical activity was done on streets near work (for walking, running, or bicycling)? If None, press 1 If Some, press 2 If Most, press 3 If All, press 4

DUG40.wav	<p>How much of your physical activity was done at community gardens?</p> <p>If None, press 1 If Some, press 2 If Most, press 3 If All, press 4</p>
DUG41.wav	<p>How much of your physical activity was done at the YMCA or YWCA?</p> <p>If None, press 1 If Some, press 2 If Most, press 3 If All, press 4</p>
DUG42.wav	<p>How much of your physical activity was done at a indoor studio (for dance, martial arts, or yoga)?</p> <p>If None, press 1 If Some, press 2 If Most, press 3 If All, press 4</p>
DUG43.wav	<p>How much of your physical activity was done at a swimming pool?</p> <p>If None, press 1 If Some, press 2 If Most, press 3 If All, press 4</p>
DUG44.wav	<p>How much of your physical activity was done at a health club or gym?</p> <p>If None, press 1 If Some, press 2 If Most, press 3 If All, press 4</p>
DUG46.wav	<p>Are sidewalks for walking available in your neighborhood?</p> <p>If yes, press 1 If no, press 2</p>
DUG47.wav	<p>Are bike paths available in your neighborhood?</p> <p>If yes, press 1 If no, press 2</p>
DUG48.wav	<p>Are parks available in your neighborhood?</p> <p>If yes, press 1 If no, press 2</p>

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DUG49.wav	Are recreation centers available in your neighborhood? If yes, press 1 If no, press 2
DUG50.wav	Are indoor studios for dance, martial arts, or Yoga available in your neighborhood? If yes, press 1 If no, press 2
DUG51.wav	Are community gardens available in your neighborhood? If yes, press 1 If no, press 2
DUG52.wav	Are playgrounds available in your neighborhood? If yes, press 1 If no, press 2
DUG53.wav	Are public swimming pools available in your neighborhood? If yes, press 1 If no, press 2
DUG54.wav	Are public tennis courts available in your neighborhood? If yes, press 1 If no, press 2
DUG55.wav	Are public golf courses available in your neighborhood? If yes, press 1 If no, press 2
DUG56.wav	Are YMCAs or YWCAs available in your neighborhood? If yes, press 1 If no, press 2
DUG57.wav	Are youth centers available in your neighborhood? If yes, press 1 If no, press 2
DUG59.wav	Does a lack of money stop you from being physically active? If yes, press 1 If no, press 2
DUG60.wav	Does a lack of time stop you from being physically active? If yes, press 1 If no, press 2

DUG61.wav	Does a lack of safety stop you from being physically active? If yes, press 1 If no, press 2
DUG62.wav	Does bad weather stop you from being physically active? If yes, press 1 If no, press 2
DUG63.wav	Does a lack of equipment or clothing stop you from being physically active? If yes, press 1 If no, press 2
DUG64.wav	Does a lack of social support stop you from being physically active? If yes, press 1 If no, press 2
DUG65.wav	Do physical disabilities stop you from being physically active? If yes, press 1 If no, press 2
DUG66.wav	Do pre-existing health conditions stop you from being physically active? If yes, press 1 If no, press 2

Ft. Collins (2007):

Aware_FortCollins1.vox	Have you ever heard of a program called CanDO- The Coalition of Activity and Nutrition to Defeat Obesity? If yes, press 1 If no, press 2
Aware_FortCollins2.vox	Have you ever heard of Fort Collins Well City Incentive? If yes, press 1 If no, press 2
Aware_FortCollins3.vox	Do you have school aged Children? If yes, press 1 If no, press 2
Aware_FortCollins4.vox	Do you feel that your child's school supports healthy eating at school? If yes, press 1 If no, press 2

Specifications For KAISER PERMANENTE IVR System

Aware_FortCollins5.vox	<p>Do you feel that your child's school supports physical activity at school?</p> <p>If yes, press 1 If no, press 2</p>
Aware_FortCollins6.vox	<p>If a community-wide physical activity and weight loss challenge were to be offered in Fort Collins, how likely would you be to participate?</p> <p>Very Likely, press 1 Somewhat likely, press 2 Somewhat unlikely, press 3 Very unlikely, press 4</p>
PA_FortCollins1.vox	<p>How much time do you spend in front of the TV on an average day? Please include watching TV, movies, or playing video games.</p> <p>If Never, press 1 If less than an hour per day, press 2 If 1-2 hours per day, press 3 If 2-4 hours per day, press 4 If it's more that 4 hours per day, press 5 To repeat these options, press the star key.</p>
PA_FortCollins2.vox	<p>Do you have a TV in your bedroom?</p> <p>If yes, press 1 If no, press 2</p>
PA_FortCollins3.vox	<p>If you have children, do any of them have a TV in their bedroom?</p> <p>If yes, press 1 If no, press 2 If this question does not apply to you, press 3</p>
PA_FortCollins4.vox	<p>How many days of the week do you walk or ride a bike on your commute to school, work, or other places in Fort Collins?</p> <p>If never, press 1 If 1-2 days per week, press 2 If 3-4 days per week, press 3 If every day, press 4 To repeat these options, press the star key.</p>

Diet_FortCollins1.vox	<p>How often do you eat out at Restaurant or a Fast Food Place?</p> <p>If Never, press 1 If 1-2 days per week, press 2 If 2-3 days per week, press 3 If everyday, press 4</p>
Diet_FortCollins2.vox	<p>When you eat food from a restaurant or fast food place, how often do you try to limit portions? For example, orderig the small size and sharing your meal or taking some food home?</p> <p>If all the time, press 1 If about half the time, press 2 If rarely, press 3</p>
Diet_FortCollins3.vox	<p>If Restaurants ans fase food places offered healthier food ítems or smaller portion sizes, how often World you order these menú ítems?</p> <p>If always, press 1 If most of the time. Press 2 If some of the time, press 3 If never, press 4</p>
Diet_FortCollins4.vox	<p>On Average, how many times per week do you eat breakfast?</p> <p>Please enter the number of days followed by the pound sign.</p>
Diet_FortCollins5.vox	<p>How often do you drink regular soda or other sugar sweetened drinks such as Tang, Lemonade, or sweetened tea?</p> <p>If never or rarely, press 1 If 1-2 days per week, press 2 If 3-4 days per week, press 3 If 5-7 days per week, press 4</p>
Diet_FortCollins6.vox	<p>On those days when you drink regular soda or other sweetened drinks, how much do you drink?</p> <p>If you never or rarely drink soda or sugar sweetened drinks, press 1 If you drink less than one can a day (or less than 12 oz), press 2 If you drink 1-2 cans per day, press 3 If you</p>

La Plata/Durango (2007):

LP_PA1.vox	<p>Does your place of work provide any wellness or health programs for employees?</p> <p>If yes, press 1 If no, press 2 If you don't know, press 3</p>
LP_PA2.vox	<p>Do you currently walk or ride a bike for exercise, recreation, or transportation?</p> <p>If yes, press 1 If no, press 2</p>
LP_PA3.vox	<p>Do you think that Durango is a safe place to walk and ride a bike?</p> <p>If yes, press 1 If no, press 2 If you don't know, press 3</p>
LP_Diet1.vox	<p>How Many times have you bought fruits, Vegetables, and meats produced in La Plata county in the past year?</p> <p>If Never, press 1 If rarely, press 2 If 1 to 2 times per week, press 3 If 1 to times per month, press 4 If you don't know, press 5</p>
LP_Diet2.vox	<p>Where can you go to purchase locally grown foods?</p> <p>If it's at the Farmer's Market, press 1 If it's at a Produce Stand, press 2 If it's at a large grocery chain store, press 3 If it's at a Co-op, press 4 If it's off of a fresh produce or meat truck, press 5 If it's at a local grocer/butcher, press 6 If it's at a Natural Food Store, press 7</p>

Park Hill (2006 and, in part, 2007):

PHM1.wav	<p>How often do you run out of food before the end of the month?</p> <p>If never, press 1. If Sometimes, press 2. If Often, press 3. If Always, press 4.</p>
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PHM2.wav	<p>What is the main factor in deciding what to feed your family?</p> <p>If it is money, press 1. If it is the food you have available where you shop, press 2. If it is health, press 3. If it is time, press 4. If it is something else that I haven't mentioned, press 5.</p>
PHM3.wav	<p>I am going to ask you a series of questions about the food you and your family eat. After I read each question, Press 1 if your answer is yes.</p> <p>Press 2 if you answer is no.</p>
PHM4.wav	<p>Are you able to provide nutritious foods on a daily basis?</p>
PHM5.wav	<p>Do you worry that your family may run out of food before you have money to buy food again?</p>
PHM6.wav	<p>Do you worry that you may not be able to afford to buy adequate food?</p>
PHM7.wav	<p>Do you wish you could buy more food if you had more money?</p>
PHM8.wav	<p>Has your family ever run out of food because you do not have money to buy more food?</p>
PHM9.wav	<p>Has you family ever eaten the same type of food for several days consecutively because you do not have enough money to buy food?</p>
PHM10.wav	<p>Have you ever eaten less than you want because you do not have enough money to buy food?</p>
PHM11.wav	<p>Do you not have enough money to buy healthy and nutritious food for your children?</p>
PHM12.wav	<p>Have your children, according to you, not had enough to eat because you do not have enough money to buy food?</p>
PHM13.wav	<p>Sometimes a person's body weight drops because of not eating enough. Has your body weight dropped in the last year because of lack of food?</p>

PHM14.wav	The next questions ask about what motivates you to be physically active.
PHM16.wav	<p>What is the biggest motivation for engaging in physical activity?</p> <p>For health, press 1. For Family, press 2. For Social time, press 3. For Enjoyment, press 4. For Something else I haven't mentioned, press 5.</p>

Wheat Ridge (2007):

Aware_Wheatridge.vox	<p>Are you aware that The City of Wheat in Wheat Ridge is in the process of updating their Parks and Recreation Master Plan?</p> <p>If yes, press 1 If no, press 2</p>
PA_Wheatridge.vox	<p>How often do you travel outside of Wheat Ridge to engage in Physical Activities such as walking, biking, or visiting an athletic club?</p> <p>If never, press 1 If rarely, press 2 If 1-2 times per week, press 3 If 1-2 times per month, press 4 If you don't know, press 5</p>
Diet_Wheatridge1.vox	<p>How often do you travel outside of Wheat Ridge in search of natural or organic foods?</p> <p>If never, press 1 If rarely, press 2 If 1-2 times per week, press 3 If 1 1-2 times per month, press 4 If you don't know, press 5</p>
Diet_Wheatridge2.vox	<p>How often do you travel outside of Wheat Ridge to dine at restaurants with healthy food options?</p> <p>If never, press 1 If rarely, press 2 If 1-2 times per week, press 3 If 1 1-2 times per month, press 4 If you don't know, press 5</p>