

PHONE SCRIPT

This is a script for how a conversation may go when calling your representative's office(s). When you call an office, you will probably be connected to an intern who will either directly engage you in conversation or transfer you to someone who deals with the specific issues you're calling about. Their job is to take notes about your call and report back to other office staff. Make sure you're clear about what you're calling about and any specific concerns or requests you have. Throughout the script below, we put items in brackets – **[example]** – that you should replace as needed with your own personalizations.

When someone answers:

Hi, my name is **[NAME]** and I'm a constituent calling from **[CITY/STATE]**. I am trying to speak with the staff member who handles education issues so I may discuss funding for family engagement programs in fiscal year 2027. Can you please let me know who is the best contact and connect me with them?

When connected or even if not connected:

Thank you. I'm calling on behalf of **[ORGANIZATION NAME]**, a family engagement program serving **[X]** families here in **[LOCATION]**. I'm also a member of NAFSCE, the National Association for Family, School and Community Engagement.

I'm calling to urge **[MEMBER NAME]** to protect funding for family engagement programs. Proposed fiscal year 2027 budget cuts would directly harm the families and students we serve every day and that impact will be felt right here in **[district/state]**. As the budget process continues, I urge you to fight for these programs that support families in your **[district/state]** because without federal funds we will not be able to serve all constituents.

Beyond the budget, I'd also love to invite **[MEMBER NAME]** and any staff to visit our program and see the work firsthand. Whether it's DC-based staff or local staff, we would love to host you to connect with the students and families. When would be a good time for you to visit?

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(continued)

To close:

Can you let me know your best email address so I can follow up in the future? Can I also leave my contact information in case the office has questions or wants to schedule a visit?

Note: Get the name and email of the person you spoke to so you can follow-up directly and begin to build a relationship.

If the conversation continues and there is an opening, reiterate key points:

Note: These are examples of things you might include in any discussion that may continue.

- Is there a date that **[Representative/Senator name]** will be in **[name of town/city]** area that we can perhaps schedule a visit?
- Can I count on **[Representative/Senator name]** to fight for family, school, and community engagement during budget negotiations?
- When would be a good time to discuss family engagement services with you again?