

## B10. Revised Local WIC Agency Survey Reminder Phone Script

**Instructions to reviewers:** Field Interviewers (FIs) will use this script to recruit local WIC agency directors to participate in the pretest of the NSWP-III Local WIC Agency Survey.

In the text below, ALL CAPS signifies a potential response or instructions to the FI. Unless noted otherwise, FIs do not read aloud text that appears in ALL CAPS.

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**According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB number. The valid OMB control number for this information collection is 0584-0606. It will take you, on average, 5 minutes to listen to this phone script.**

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## Screening

Q1. Hello, my name is **[INTERVIEWER NAME]** and I work with Capital Consulting Corporation, a company that conducts research in health and human services. I'm calling on behalf of the U.S. Department of Agriculture to follow up on an email and letter that was recently sent to **[RESPONDENT'S NAME]**. Would that be you?

- 1 SPEAKING TO RESPONDENT..... **[GO TO Q3]**
- 2 NOT SPEAKING TO RESPONDENT.....**[GO TO Q2]**
- 3 NOT A GOOD TIME .....**[SCHEDULE CALLBACK]**
- 4 NO SUCH PERSON.....**[S/O WRONG NUMBER]**
- 5 NO LONGER AT THIS PHONE NUMBER .....**[UPDATE PHONE NUMBER]**
- 8 (VOL) DON'T KNOW **[THANK AND END. DISPO AS SOFT REFUSAL]**
- 9 (VOL) REFUSED **[THANK AND END. DISPO AS HARD REFUSAL]**

Q2. Is there a direct line on which to reach him/her? Is he/she available?

- 1 OFFERS DIRECT PHONE NUMBER.....**[UPDATE CONTACT INFORMATION]**
- 2 YES, AVAILABLE.....**[GO TO Q4]**
- 3 NOT AVAILABLE.....**[GO TO LM1]**
- 8 (VOL) DON'T KNOW **[THANK AND END. DISPO AS SOFT REFUSAL]**
- 9 (VOL) REFUSED **[THANK AND END. DISPO AS HARD REFUSAL]**

Q3. The email was an invitation to complete a pretest of a survey for a study called, "Third National Survey of WIC Participants." The Food and Nutrition Service at the USDA has asked Capital Consulting to conduct a research study about the Special Supplemental Nutrition Assistance Program for Women, Infants, and Children, or WIC food program. **[GO TO Q5]**

Q4. Hello, my name is **[INTERVIEWER NAME]** and I work with Capital Consulting Corporation, a company that conducts research in health and human services. We recently sent you an email invitation to pretest a survey for a study called, "Third National Survey of WIC Participants." **[GO TO Q5]**

Q5. We haven't received your completed survey yet, so we just wanted to be sure that you received the email invitation and the mail package with the survey in it. The email address we have for you is **[EMAIL ADDRESS]**. Is that correct? The mailing address we have for you is **[MAILING ADDRESS]**. Is that correct?

- 1 YES.....**[GO TO Q7]**
- 2 NO.....**[UPDATE EMAIL OR MAILING ADDRESS]**

Q6. We will send you another email with an electronic (PDF) copy of the survey for the "Third National Survey of WIC Participants" shortly. Do you have any questions about the study? Or would you like to complete the survey now over the phone?

- 1 YES .....**[ANSWER QUESTIONS]**
- 2 NO .....**[GO TO Q9]**

3 COMPLETE SURVEY.....[SWITCH TO SURVEY MODULE]

Q7. Would you like for me to send you another email to with an electronic (PDF) copy of the survey for the “Third National Survey of WIC Participants” shortly? Or would you like to complete the survey now over the phone?

- 1 YES .....[GO TO Q8]
- 2 NO .....[GO TO Q8]
- 3 COMPLETE SURVEY .....[SWITCH TO SURVEY MODULE]

Q8. Do you have any questions about the study?

- 1 YES .....[ANSWER QUESTIONS]
- 2 NO .....[GO TO Q9]

Q9. Under the Healthy, Hunger-Free Kids Act of 2010, agencies are required to cooperate. Your participation is also important to the success of this study, so we hope you’ll complete the pretest instrument as soon as possible. The deadline is [SURVEY END DATE]. If you have any questions at all, please free to contact us at 1-866-465-7738 (toll free) or by email at [SUPPORT EMAIL]. Thank you for your time.

**SPECIAL CIRCUMSTANCES**

[IF ANY ADVERSE EVENTS COME UP DURING PHONE CALL, FIs WILL BE TRAINED TO SKIP TO THIS TEXT IMMEDIATELY.]

**EMERGENCY**

I am sorry to catch you at a bad time. I’ll try again later. Thank you. [END PHONE CALL.  
INTERVIEWER: FILL OUT ADVERSE EVENT FORM.]

**Telephone Script for Leaving Messages**

**[WITH A PERSON]**

LM1. My name is [NAME] and I work with Capital Consulting Corporation, a company that conducts research in health and human services. I’m calling about a pretest of a survey we are conducting on behalf of the U.S. Department of Agriculture Food and Nutrition Service. The study is called, “Third National Survey of WIC Participants.” We have not yet received a response from [RESPONDENT’S NAME] to this survey. Please have them contact us at 1-866-465-7738 (toll free) or by email at [SUPPORT EMAIL]. Thank you.

**[ON AN ANSWERING DEVICE]**

LM2. Hello, I’m [INTERVIEWER NAME] and I work with Capital Consulting Corporation, a company that conducts research in health and human services. I’m calling about a pretest of a survey we are conducting on behalf of the U.S. Department of Agriculture Food and Nutrition Service. The study is called, “Third National Survey of WIC Participants.” We have not yet

received your response to this survey, and we hope you will finish it soon. If you have any questions, please contact us at 1-866-465-7738 (toll free) or by email at [\[SUPPORT EMAIL\]](#). Thank you.

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**According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB number. The valid OMB control number for this information collection is 0584-0606. It will take you, on average, 1 minute to listen to this message.**

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