

APPENDIX C10

LOCAL AGENCY SURVEY REMINDER TELEPHONE SCRIPT

Screening

Q1. Hello, my name is **[NAME]**. I'm calling from 2M Research Services on behalf of the U.S. Department of Agriculture Food and Nutrition Service to follow up on an email that was recently sent to **[RESPONDENT'S NAME]**. Would that be you?

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

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]**
- 4 (VOL) DON'T KNOW
- 5 (VOL) REFUSED

Q3. The email was an invitation to complete a survey for a study called, "Third National Survey of WIC Participants (NSWP-III)." 2M Research Services is conducting this survey on behalf of the U.S. Department of Agriculture (USDA) Food and Nutrition Service (FNS). **[GO TO Q5]**

Q4. Hello, my name is **[NAME]** and I'm calling from 2M Research Services. We recently sent you an email invitation to complete a survey for a study called, "Third National Survey of WIC Participants (NSWP-III)." **[GO TO Q5]**

Q5. We noticed that you haven't completed this mandatory survey yet, so we just wanted to be sure that you received the email invitation. The email address we have for you is **[EMAIL ADDRESS]**. Is that correct?

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

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0584-XXXX. The time required to complete this information collection is estimated to average 3 minutes (0.05 hours) per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Department of Agriculture, Food and Nutrition Services, Office of Policy Support, 3101 Park Center Drive, Room 1014, Alexandria, VA 22302, ATTN: PRA (0584-xxxx*). Do not return the completed form to this address.

Q6. We will send you another link to the “Third National Survey of WIC Participants (NSWP-III)” survey 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 link to the “Third National Survey of WIC Participants (NSWP-III)” web survey? 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 participate. Your participation is also important to the success of this study, so we hope you’ll complete the survey 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

LM1. **[WITH A PERSON]** My name is **[NAME]** and I'm calling from 2M Research Services about 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 (NSWP-III)." We have not yet received a response from **[RESPONDENT'S NAME]** to this mandatory survey. Please have them contact us at 1-866-465-7738 (toll free) or by email at **[SUPPORT EMAIL]**. Thank you.

LM2. **[ON AN ANSWERING DEVICE]** Hello, I'm **[NAME]**. I'm calling from 2M Research Services about 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 (NSWP-III)." We have not yet received your response to this mandatory survey, and we hope you will finish it soon. Please access the survey using the login information that was emailed to you, or contact us at 1-866-465-7738 (toll free) or by email at **[SUPPORT EMAIL]**. Thank you.