

G. Survey Reminder Phone Script

Survey Reminder Phone Script

Introduction

Good *[morning/afternoon]*, *[SNAP State Director name (or designated point of contact)]*. My name is *[contact name]*, and I work for Westat, a private research company that the U.S. Department of Agriculture's Food and Nutrition Service (FNS) hired to conduct the SNAP Risk Assessment study.

The first part of the study is an online survey of all SNAP State Directors. We first emailed you a link to the survey on *[date]*. Did you receive that email from us with the survey link?

- *[If yes]* Did you have any trouble accessing the survey? *[If needed]* We can resend the link to you.
- *[If never received]* Sorry about that! We'll resend the survey link to you via email. Could you please give me your email address? *[Check address against the email we have on file]* Thank you. You may share the survey link in the email you receive with your colleagues. The survey should take between 15-45 minutes to complete depending on the characteristics of your State.

[If needed] Your input is valuable in helping FNS ensure Federal funds for SNAP are disbursed appropriately. The USDA is interested in how State agencies use risk assessment tools to estimate the risk of improper payments. Please keep in mind this is a research study; it is not an audit or monitoring visit.

[If needed] Please know that your responses will be kept private as required by law and will not be shared with anyone outside the study team. We will not use your name or any other information about your identity in any reports. The information you provide will be combined with information from everyone who participates in the study. All responses will be reported at the aggregate level and at the individual State level in our reports. You may skip any question that you prefer not to answer.

Questions

Do you have any questions? *[Answer all questions]*

Thank You

Thank you. Will you be able to complete the survey by *[date]*?

- *[If yes]* Thank you. We really appreciate receiving your input through the survey.
- *[If no]* What date would be reasonable? We'd really like to make sure we have your input.
[Record the date]

Closing

If you have any questions about the survey or the study, please give me a call at *[study phone number]*, or you can email me at *[study email]*. Or, feel free to email the FNS Project Officer for this project, Eric Williams, at eric.williams@usda.gov. As a reminder, participation in this study is voluntary. Refusal to participate will not have any impact on your position, your State agency, or your programs. There is no

cost to you to participate apart from the time you spend to complete the survey, and there is no compensation. Thank you for your participation in this important FNS study. Good-bye.

Voicemail Script

Good [morning/afternoon], [SNAP State Director name (or designated point of contact)]. My name is [contact name], and I work for Westat, the research company the U.S. Department of Agriculture's Food and Nutrition Service (FNS) hired to conduct the SNAP Risk Assessment study.

The first part of the study is an online survey of all SNAP State Directors. We emailed you a link to the survey on [date] but have not yet received a completed survey from [State].

At your earliest convenience, could you please verify that you have received the email with the link to the survey and will be able to complete the survey by [date]. You can call us toll-free at [study phone number] or email us at [study email].

Once again, please call us back at your earliest convenience at [study phone number] or email at [study email]. Or, feel free to email the FNS Project Officer for this project, Eric Williams, at eric.williams@usda.gov. As a reminder, participation in this study is voluntary. Refusal to participate will not have any impact on your position, your State agency, or your programs. You may also skip questions you do not wish to answer. There is no cost to you to participate apart from the time you spend to complete the survey, and there is no compensation.

Thank you for your participation in this important FNS study. Good-bye.

This information is being collected to provide the Food and Nutrition Service (FNS) with key information on case-profiling tools used by SNAP State agencies. This is a voluntary collection, and FNS will use the information to examine risk assessment tools in SNAP. This collection requests personally identifiable information under the Privacy Act of 1974. 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-####. The time required to complete this information collection is estimated to average 0.033 hours (2 minutes) per response. 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 Service, Office of Policy Support, 1320 Braddock Place, 5th Floor, Alexandria, VA 22306 ATTN: PRA (0584-####). Do not return the completed form to this address. If you have any questions, please contact the FNS Project Officer for this project, Eric Williams, at eric.williams@usda.gov.