

APPENDIX H

CALLBACK SCRIPT FOR NON-AGENCY RESPONDENTS

WIC PARTICIPANT TELEPHONE SURVEY

Public reporting burden for this collection of information is estimated to average 2 minutes 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. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. 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 Research and Analysis, Room 1014, Alexandria, VA 22302 ATTN: PRA (0584-0484).

INITIAL CONTACT:

SCREENER

SA. NAME OF WIC PARTICIPANT SAMPLED... _____

SB. NAME OF RESPONDENT TO BE INTERVIEWED. THIS WILL BE A PARENT, GUARDIAN OR FOSTER PARENT IF WIC PARTICIPANT IS AN INFANT OR CHILD _____

•USE VERSION A IF Q-SA (SAMPLED PARTICIPANT) AND Q-SB (PERSON INTERVIEWED) ARE *THE SAME*. THIS WILL BE ALL PREGNANT, BREASTFEEDING OR POSTPARTUM PARTICIPANTS

- Contact made by Phone
- Non- Contact Reasons:
 - ____ No Answer
 - ____ Normal Busy
 - ____ Answering Machine
 - ____ Wrong Number
 - ____ OTHER: RECORD _____

1. Hello, may I speak to [RESPONDENT]_____?

- YES [WHEN R. IS REACHED, CONTINUE]
- NO [GET TIME AND DATE WHEN R. CAN BE REACHED. TERMINATE AND FOLLOW UP AT SUGGESTED TIME AND DAY.]

2. This is _____ of Macro International calling on behalf of USDA'S WIC program from which you are currently receiving food benefits. We are conducting a confidential survey about what people like about WIC and how WIC can be improved. You are under no obligation to answer any question, and you can end the interview at any time.

The interview takes approximately 25 minutes, and again, any information you give us will be confidential. It is also important to stress that this will not affect the benefits you receive from WIC.

3. May we continue?

___ ACCEPTANCE [MOVE TO SURVEY INSTRUMENT VERSION A OR B AS APPROPRIATE. IF IN DOUBT ABOUT LANGUAGE ASK Q3A.]

___ REFUSAL [IF IN DOUBT ABOUT LANGUAGE ASK Q3A. OTHERWISE, SKIP TO Q4.]

3A. IF POSSIBLE LANGUAGE DIFFICULTIES, ASK: May we continue in English?

YES [MOVE TO SURVEY INSTRUMENT VERSION A OR B AS APPROPRIATE.]

NO [ASK "What language do you speak?" AND RECORD ANSWER. IF QUESTION NOT UNDERSTOOD, ASK "Español?" OR OTHER LIKELY LANGUAGE (AS PRECODED IN P2j) AND RECORD ANSWER. TELL R. YOU WILL CALL BACK LATER.]

4. [REFUSALS:] This research is really important to the WIC program because they need to hear feedback from people who use the program. We're interviewing 2400 WIC participants, including yourself, all around the country. Your name was randomly chosen and your answers will be kept confidential and grouped with other people's answers, so neither the Food and Nutrition Service nor your local agency will ever know your specific answers. Nothing you say will change your benefits. The survey shouldn't take all that long. You are not required to answer any question, and you can end the interview at any time. I'd really like to do the survey now. However, if now is inconvenient, we could schedule a different time. [PROBE: ADDRESS ANY CONCERNS RAISED.]

SEE IF R. WILL DO INTERVIEW NOW.

IF YES, GO BACK TO Q3; CHANGE TO ACCEPT, THEN CONTINUE.

IF NOT, SEE IF R. IS OPEN TO ANOTHER TIME/DATE AND NEGOTIATE AS INTERVIEWER'S SCHEDULE PERMITS.

TIME _____ DATE _____

IF R. STILL REFUSES, THANK & TERMINATE.

FOLLOW UP TELEPHONE CONTACT:

Version 1: Following inability to reach first time...

FU1. Hello, may I speak to [RESPONDENT]_____?

- YES [WHEN R. IS REACHED, STATE THAT YOU TRIED TO REACH THEM PREVIOUSLY; THEN CONTINUE USING THE “INITIAL CONTACT” SCRIPT]

- NO [GET TIME AND DATE WHEN R. CAN MOST LIKELY BE REACHED AND RECORD: TIME _____ , DATE_____]

Version 2: Following an earlier agreement to participate in survey...

FU2. Hello, may I speak to [RESPONDENT]_____?

- YES [WHEN R. IS REACHED, SAY: Hi. This is _____ with Macro International. I spoke to you recently about helping out on the survey of the WIC program. You indicated this would be a good time to talk. MOVE TO Q3 OF “INITIAL CONTACT” SCRIPT.]

- NO [GET TIME AND DATE WHEN R. CAN MOST LIKELY BE REACHED. TERMINATE.]

IN-HOME AUDIT CONFIRMATION CONTACT (ONE TO TWO DAYS PRIOR TO APPOINTMENT):

H1. This is _____ of Macro International calling regarding our appointment to complete an in-home portion of the Second National Survey of WIC recipients. I am just calling to confirm our appointment on ___/___/_____ (DATE) at _____(TIME) at your residence. Just to make sure that I have your address correct, our records show that you live at _____ (RESIDENCE)? Is this correct?

- YES. SAY: That’s great. I look forward to speaking with you on (DATE GIVEN) at (TIME GIVEN). Thank you and have a great day.

- NO. SAY: I’m sorry, our records are incorrect. May I have the address at which we will meet at the agreed time and date? _____ (ADDRESS)

- IF R. SUGGESTS RESCHEDULING APPOINTMENT, SAY: What time and day would be more convenient for you? I can see I am going to be in the area on [LIST DATE/S]. Would that work for you? What time? [RECORD: TIME _____ , DATE_____ . IF REFUSAL, MOVE TO Q4 OF “INITIAL CONTACT” SCRIPT.]

H2. Once again, I thank you for your time and cooperation. It is greatly appreciated. (TERMINATE)