APPENDIX H

SURVEY REMINDER CALL SCRIPT

VOICEMAIL MESSAGE

Hello, this is [NAME] calling from Mathematica Policy Research about the SNAP performance measurement survey for the USDA Food and Nutrition Service that you recently received. Getting a response to this survey from [STATE OR LOCALITY NAME] is critical to the success of this project because it will help FNS obtain accurate national information. It will also help Mathematica pick only the most relevant questions for later interviews with staff in [STATE OR LOCALITY NAME]. Our goal is to have your completed survey responses returned by [DATE]. Some offices find that having multiple staff work on the survey gets it completed more quickly; each person simply works on the topic they know best. If you have any questions about how to access or complete the survey, please call me directly at [NUMBER].

INSTRUCTIONS TO CALLER:

- Make the above points during a conversation if you reach the person.
- Confirm that the person you reach is the correct person to complete the survey. If s/he is not, obtain contact information for the correct person and re-send the advance materials as soon as possible.
- Log the reminder contact or the change in respondent in the Access database.

Public reporting burden for this collection of information will vary by agency, but is estimated to be four hours, on average, 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, 3101 Park Center Drive, Room 1014, Alexandria, VA 22302, ATTN: PRA (0584-xxxx*). Do not return the completed form to this address.