

APPENDIX I

PHONE INTERVIEW SCHEDULING CALL SCRIPT

State or Local SNAP Staff

Hello, this is [NAME] calling from Mathematica Policy Research about the SNAP performance measurement project for the USDA Food and Nutrition Service. We recently received a completed survey from your office, which we really appreciate you taking the time to complete. It will make the next step, which is an interview to collect details related to how you measure performance, go more quickly. I expect that the interview will take about 90 minutes, but the purpose of this call is just to schedule the interview at a time that is convenient for you.

Partner organization

Hello, this is [NAME] calling from Mathematica Policy Research about the SNAP performance measurement project for the USDA Food and Nutrition Service. Recently, we sent you a letter describing this project. [RE-SEND IF NEEDED]. We are calling you because you have been identified by the [SNAP AGENCY] as playing an important role in the administration of SNAP. That makes it important for us to learn from you more about the work you do in partnership with [SNAP AGENCY] and anything you may be doing to track and measure that work. I would like to set up a time for a one-hour telephone interview to discuss to your SNAP activities and performance measurement.

All Calls

We will need to talk with someone on the staff who is familiar with how your performance measures are collected and calculated. Are you the best person for us to talk to, or should we contact someone else?

Continue the call once you have the right person, scheduling at a mutually agreeable time. Confirm timezone and contact information, and plan to confirm by email the day before.

Public reporting burden for this collection of information will vary by agency, but is estimated to be 90 minutes, 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*).