

APPENDIX J

PERFORMANCE DATA REMINDER CALL

VOICEMAIL MESSAGE

Hello, this is [NAME] calling from Mathematica Policy Research about the SNAP performance measurement project for the USDA Food and Nutrition Service. I am calling to remind you about the 12 months of performance data we are hoping to collect from your office as part of this project. Since we have not yet received these data from you, I am calling to make sure that you still have the instructions that were included in the package we sent you about compiling and submitting these data, and to see if you have any questions I can answer for you. These data will be used to assess the current level of performance that SNAP agencies are able to achieve, so it is extremely important that we collect this information from each participating agency. Since each agency faces unique circumstances, we will only be able to provide an accurate picture of the current state of measurement and modernization activities if we receive this data from each interviewed agency.

We recognize that the way performance data are compiled and stored will vary by office. We just want to obtain these records in whatever format is easy for you so that we can use them to look across states and localities to identify similarities and differences in the ways that offices measure the performance of their SNAP modernization efforts. Please call me at [NUMBER] if more information is needed from me to facilitate this process or if I need to direct this request to someone else in your office.

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 compile and submit the data. 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*).