

APPENDIX P

**SAMPLE SCRIPTS FOR TELEPHONE CALLS COLLECTING INFORMATION
RECORDED IN FOOD BOOKS**

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SCRIPT FOR FOOD REPORTING SYSTEM (FRS) INTERVIEWS

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 xxxx-xxxx. The time required to complete this information collection is estimated to average 13 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.

Step 1. Call

IF ANSWERING MACHINE: This message is for [FILL PRIMARY RESPONDENT]. My name is [FILL NAME] and I am calling from Mathematica Policy Research about the National Food Study. Please call us back as soon as possible at 866-275-8659 to [FILL REASON]. Thank you.

IF OUTBOUND CALL: My name is [NAME]. I'm calling from Mathematica Policy Research about the National Food Study. May I please speak with [FILL PRIMARY RESPONDENT]?

IF INBOUND CALL: Thanks for calling the National Food Study. My name is [FILL NAME]. Are you a study participant?

- NO <ANSWER QUESTIONS>
- YES <PROCEED>

What is your first and last name? [REQUEST SPELLING IF NEEDED. LOOKUP HOUSEHOLD IN FRS.]

ESTABLISH PURPOSE OF CALL: Are you calling with questions, or to report the information from your food books?

- QUESTIONS <TROUBLESHOOT>
- REPORTING <PROCEED>

Step 2. Confirmation (first interview)

Q1. According to my records, there are [FILL NUMBER OF HH MEMBERS] people living or staying in your household right now. Is that correct?

- YES <SKIP TO Q1a>
- NO <GO TO Q1b>

Q1a. The household members I have are: [LIST HH MEMBERS]. Is that correct?

- CORRECT ROSTER IF NEEDED.

Q1b. The household members I have are: [FILL LIST OF NAMES]. Is there someone we should add or was a person listed who is not a member of your household?

- CORRECT ROSTER IF NEEDED.

Step 3. Daily Lists

Q2. Do you have all of the food books with you now?

- YES <GO TO Q3>
- SOME - NOT ALL <GO TO Q2a>
- NO <GO TO Q2a>

Q2a. Are the books close enough that you could get them easily?

- YES - OFFER TO HOLD WHILE THE CALLER RETRIEVES THE BOOKS.
- NO - READ: Would you like to schedule a time to call back (or have me call you) when all of the books are available?

Q3. Let's go to [YOUR/NAME'S] book. Could you open it to the green page that says "Daily List – Day [FILL]" at the top?

Q4. Which day is checked at the top?

Q5. In the top section, Section A, how many places are listed? IF NONE SKIP TO Q7.

Q6a. Let's go through Section A row-by-row. In the [FIRST/SECOND/THIRD...] row, who got the food?

Q6b. What is the name of the place?

Q6c. What was the total amount paid?

REPEAT Q6 SERIES UNTIL EACH PLACE IS ACCOUNTED FOR.

Q7. In the bottom section, Section B, how many places are listed? IF NONE SKIP TO Q9.

Q8a. Let's go through Section B row-by-row. In the [FIRST/SECOND/THIRD...] row, who got the food?

Q8b. What is the name of the place?

Q8c. What was the total amount paid?

REPEAT Q8 SERIES UNTIL EACH PLACE IS ACCOUNTED FOR.

Q9. IF NO PLACES ARE LISTED ON THIS PAGE ASK: So that means [YOU/SHE/HE] did not get any food that day. Is that right?

- YES <CONTINUE>
- NO <TROUBLESHOOT>

IF BLUE PAGE ON THAT DAY, READ VERBATIM: When you got food at [LIST BLUE PAGE PLACES]

Q10. Were you able to scan your food items? ALL SOME NONE

Q11. Did you have any problems scanning? YES NO

Q12. Did you save your receipt(s)? ALL SOME NONE

That's it for this page. Please make an "x" in the box that says "Office Use" at the bottom of the page. This way we will know it has been recorded and we won't ask you about it the next time we speak.

FOR SUBSEQUENT PAGES: Please make an "x" in the "Office Use" box and flip to the next page.

REPEAT Q4-Q9 FOR EACH DAY OF STUDY WEEK REPORTED DURING THE CALL.

Step 4. Red Pages

Now I'd like to go through the Red Pages in this book.

Q13. FIRST DAY ONLY, UNLESS PROBLEMS NOTED ON PREVIOUS INTERVIEW: Did [you/book owner's name] have problems filling out the red pages?

- YES <TROUBLESHOOT>
 NO <CONTINUE>

FOR FIRST PHONE CALL: Could you open this book to the first red page (the one after the sample red page)?

SUBSEQUENT CALLS: Could you turn to the first red page that you have not reported to us? It should be the first one without an "x" in the "Office Use" box.

Q14a. CONFIRM DAY

Q14b. CONFIRM NAME OF PLACE

Q14c. GOOGLE SEARCH FOR LOCATION AND OFFER OPTIONS FOR CONFIRMATION

- NOTE: SEARCH AUTOMATICALLY PROVIDES OPTIONS NEAR HH ZIP CODE
- IF NO OPTIONS APPEAR, ASK FOR STREET ADDRESS (USUALLY ON THE RECEIPT)
- IF THE LOCATION IS NOT A BUSINESS, THE ADDRESS SHOULD NOT BE RECORDED

Q14d. Which meal or snack did you check?

Q14e. Who got this [MEAL OR SNACK]?

Q14f. How did you pay?

IF PURCHASED ASK:

Q14g. What was the total amount paid?

Q14h. Does the total amount include tip?

Q14i. If you left a tip, how much?

Q14j. Do you have a receipt? IF YES: Did you attach the receipt to the page?

Q14k. Did you buy food or drinks for anyone not in your household? IF YES: How many people?

IF RESPONDENT ATTACHED RECEIPT TO PAGE ASK:

Q14l. Could you read me the items off the receipt?

Q14m. Are there any items listed at the bottom of the page? IF YES: Could you read me everything on the [FIRST/SECOND/REPEAT AS NECESSARY] line?

- PROMPT FOR ADDITIONAL ITEMS AND DETAILS
- E.g. Did you add anything to that?
- E.g. Did you have anything else with that?
- E.g. Did you have any side dishes with that meal?
- E.g. Did you have any beverages during that meal?

Please make an "x" in the "Office Use" box and flip to the next page.

REPEAT THIS SERIES UNTIL EACH PLACE IS ACCOUNTED FOR.

REPEAT STEPS 3 & 4 FOR EACH FOOD BOOK.

Step 5. User Participation and Meals and Snacks Form

CHECK USER PARTICIPATION TAB AND REQUEST ADDITIONAL INFO AS NECESSARY.

We are almost done; I just wanted to remind you that it is very important to save receipts.

Also, have you been filling out your Meal and Snacks form that is under the magnet on your refrigerator?

- YES <PROCEED>
- NO <REMIND RESPONDENT TO COMPLETE THE MEAL AND SNACKS FORM>

Step 6. End

That is the end of my questions. Thank you for giving me this information. Do you have any questions for me?

- YES <TROUBLESHOOT>
- NO <PROCEED>

IF NOT DAY 7: Please give us a call back on [DAY OF WEEK] to tell us about the food you got between now and then.

IF DAY 7: As scheduled, your field interviewer will return tomorrow to complete the final interview, collect the books and scanner, and bring your incentive payments.