

**ATTACHMENT B4c: SITE VISIT PLANNING CALL SCRIPT (FDPIR DIRECTOR)**

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## **Study of Food Distribution Program on Indian Reservations**

### ***Script for Telephone Call to Schedule Site Visit and Identify Interviewees*** *(detailed letter precedes the call)*

I am [name] from the Urban Institute, an independent, nonprofit research organization located in Washington, DC. I'm calling to follow up on a letter we sent you recently regarding a study we are conducting for the US Department of Agriculture, Food and Nutrition Service, to learn about the FDPIR program. Our research team has requested, and now obtained, approval from the [tribal name] government to carry out this research.

This study will provide current, nationally representative information on FDPIR participants and will provide updated information on local program operations across the nation. The study is needed to help FNS identify ways to make the program more beneficial to participants. It is scheduled to be conducted during the summer and fall of 2013 in 25 selected reservations and Tribal areas across the country. [Name of Tribe] was selected from among all federally-recognized Tribes participating in the FDPIR program to be part of the data collection activities for this study. The information will be useful to tribal governments, the USDA, and Congress in understanding reasons for declines in FDPIR participation in some areas, and ways that the program can better meet food assistance needs. ***[Be prepared to e-mail or Fax project description if respondent has not seen it; also an official approval for the tribe]***

I'm calling now to talk about the fieldwork component of the study. Two researchers plan to visit this fall to interview FDPIR administrators and service providers, visit program enrollment sites, food warehouses and distribution sites, and to facilitate discussion groups with American Indian participants in the program and eligible non-participants. We want to select dates for the visit that will coincide with the food distribution schedule, so that we can schedule the discussion groups on days most convenient for FDPIR participants.

The purpose of these group discussions is to learn why participants choose one program instead of another or switch between others over time. Participation in the discussion groups is completely voluntary and the information that participants share with us will be kept anonymous. We will not use group participants' names in anything we write, nor maintain their names in any project records. Also, we will not confirm the participation in or otherwise provide names of discussion group participants to FDPIR program officials. Participants will receive \$25 as a token of our appreciation, even if they decide not to stay to participate in the discussion.<sup>1</sup>

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<sup>1</sup> Though we will ask participants to sign for the \$25 in order to account for our financial disbursements, we pass on only a coded identifier, not names, to our accounting department.

We do need assistance identifying names of FDPIR program staff and organizing the discussion groups—recruiting participants, locating space for the discussion groups, and advising on certain protocols.

### **Site Visit Dates**

The site visit will spread over three and a half days, depending on when interviews and the discussion groups can be scheduled. We would like to schedule the visit for [mention general time frame, month or months].

- o During those months, what dates would coincide with the food distribution schedule?
- o Would you be available for an interview during that time? The interview would last approximately one hour.
- o Do you know of any reasons this timeframe would not work for other program staff or for program participants?
- o Confirm date, if one has been agreed upon, or: OK, so let's tentatively say the site visit will be dates or dates. I will check back with you on day to confirm.

### **FDPIR Contacts**

We will want to schedule interviews with administrators and service providers of both FDPIR and other related service programs, and with FDPIR warehouse and distribution managers and staff. We prefer to schedule individual interviews (about an hour each). Site visitors can split up for interviews, which will give us more flexibility for scheduling.

Can you tell me the name and phone number for the:

- o FDPIR administrator (if other than contact)
- o service / program staff (may include outreach workers, intake/eligibility workers, case managers, and nutrition education providers)
- o warehouse manager
- o distribution manager
- o distribution staff
- o Staff of other programs that work closely with FDPIR (for example, Indian Health Service, WIC, TANF, agricultural extension service, if appropriate)

**Interview Topics** (use this as needed to help identify appropriate interview respondents):

Key topics that will be addressed in interviews with staff (topics will vary by program and by respondent) include:

- Program operations: outreach; eligibility determination and enrollment; food ordering, storage, and distribution
- Perceptions of social and economic conditions in the area

- Food program participant households and food choice
- The FDPIR population and changing levels of FDPIR participation
- Access to food sources in your community
- Switching between food programs
- Nutrition education activities
- Coordination between FDPIR and other programs
- Tribal government administration
- Successes and challenges in operating the FDPIR program

### **Discussion Group Recruitment**

We will want to hold discussion groups with participants of FDPIR as well as eligible non-participants while we are on site. We anticipate one discussion group [*two at Cherokee Nation and Navajo Nation*] with about twelve participants each. We will need local help recruiting participants.

- What do you think would be the best way to recruit participants?
- Do you think that distributing fliers with this coming month's food distribution would work? If so, we can ship fliers to you or to whomever would be in the position to distribute them. [*offer to send a sample*]
- Should we provide a toll-free number for people to call if they would like to participate or if they have questions, or would it work best for people to sign up locally?
- How should we refer to the FDPIR in the flier and during the discussion groups? How do participants refer to the program?
- What would be the best days and times for the discussion group (*we are available to hold discussion groups on the evening if that works best for some participants*)?

### **Discussion Group Location and Protocols**

We will need to reserve a room large enough for up to fourteen adults to sit comfortably and that has at least one table. We will provide something to drink and a light snack during each discussion group. Finally, we will provide a monetary gift to each person who attends the discussion groups.

- Where would you suggest we hold the discussion groups?
- Would you be able to reserve the space for us?
- What beverages and snacks would you recommend we provide?

Thank you for your help today.