

APPENDIX I
RESPONDENT REMINDER TELEPHONE CALL

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Document: Telephone reminder

[SCRIPT FOR WHEN RESPONDENT IS ON THE PHONE]:

Introduction

Hello, my name is [NAME] and I'm calling from Mathematica Policy Research. We recently sent you an email invitation to complete the [first/second] part of a survey called the WIC Local Agency Breastfeeding Policy and Practices Inventory, or WIC BPI. Mathematica is conducting this survey on behalf of the U.S. Department of Agriculture (USDA) Food and Nutrition Service (FNS). We noticed that you haven't completed this mandatory survey yet, so we just wanted to be sure that you received the email invitation.

Verify Contact Information

The email address we have for you is [email]. Is that correct? *(Update if necessary and confirm the login information will be sent right away.)*

Respond to Questions or Concerns

Do you have any questions about the study? *(Answer questions using FAQ and encourage participation.)* Have you been able to access the survey?

[IF NO:] Did you have trouble with the link to the survey?

[IF YES:] Have you been able to log in and start the survey?

Resend Link

If you don't have any other questions, would you like for me to send you another link to the WIC BPI? [IF YES:] I'll get that email to you shortly.

Reminder and Thank You

Under the Healthy, Hunger-Free Kids Act of 2010, agencies are required to participate. Additionally, your participation is vitally important to the success of this study, so we hope you'll complete the survey as soon as possible. The deadline is [SURVEY END DATE]. If you have any questions at all, please free to contact James Mabli, the Project Director, at jmabli@mathematica-mpr.com or 617-301-8997.

Thank you for your time.

[TELEPHONE ANSWERING DEVICE SCRIPT]

Hello, I'm [NAME]. I'm calling from Mathematica Policy Research about a survey called the WIC Breastfeeding Policy Inventory. We have not yet received your response to this mandatory survey and we hope you will finish it soon. Please access the survey using the login information that was emailed to you, or contact James Mabli, the Project Director, at jmabli@mathematica-mpr.com or 617-301-8997 for help.

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB number. The valid OMB control number for this information collection is 0584-XXXX. The time required to complete this information collection is estimated to average 5 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.