

### District Challenge Interview Scheduling Call Script

Hello, my name is \_\_\_\_\_ from Insight Policy Research. I am calling in regards to a letter sent to (you/[FOOD SERVICE DIRECTOR]) about the evaluation of the Direct Certification with Medicaid demonstration.

**IF SPEAKING TO THE DIRECTOR:** The letter advised you that someone from Insight Policy Research would be calling to schedule a time for your interview about challenges faced in implementing Direct Certification with Medicaid. We are asking you to help us understand the types of challenges districts such as yours might encounter in preparing for and conducting DC-M. I'm calling to answer any questions you have and to schedule a time for your interview. Do you have any questions at this time?

We expect the interview to take about one hour. Is now a good time to complete it?

**IF NO:** What would be a good time to contact you to complete it?

SCHEDULE INTERVIEW TIME.

Thank you for speaking with me today. Do not hesitate to contact me if you have any questions. My contact information is:  
PROVIDE PHONE NUMBER AND EMAIL ADDRESS

**IF NOT SPEAKING TO THE DIRECTOR:** May I please speak to [FOOD SERVICE DIRECTOR]?

**IF REQUIRES MORE INFORMATION:** I am calling about a letter sent to [FOOD SERVICE DIRECTOR] about the evaluation of the Direct Certification – Medicaid demonstration being conducted by the USDA's Food and Nutrition Services. It also mentioned that Insight would be calling [FOOD SERVICE DIRECTOR] to see if (he/she) has any questions and to set up a time for an interview about challenges.

**IF DIRECTOR NOT AVAILABLE: SET UP CALLBACK TIME. ALSO LEAVE YOUR NAME AND TELEPHONE NUMBER.**

**IF COORDINATOR NO LONGER AT INSTITUTION:** Recently, we sent [FOOD SERVICE DIRECTOR] a letter discussing the evaluation of the Direct Certification – Medicaid demonstration. Since [FOOD SERVICE DIRECTOR] is no longer with your institution, perhaps the letter was forwarded to your current [TITLE OF FORMER DIRECTOR].

May I have the name of the new [TITLE OF FORMER DIRECTOR]? Is he/she available now?

GET CONTACT INFORMATION. TRY TO CONTACT.