

APPENDIX NNN.1: FOCUS GROUP SCRIPT REMINDER CALLS—ENGLISH

Hello, may I speak with *[INSERT NAME OF WIC PARTICIPANT]*?

[If WIC participant is not available, e.g., voice mail or another person answers the phone, do not proceed with the call. Place the call at another time.]

[If participant answers the phone, proceed:]

My name is *[Insert Name of Recruiter]* and I am calling to remind you about the discussion group about WIC nutrition education that you signed up for. The discussion group will be held on *[Insert Location]* at *[Insert Date and Time]*, and you will get a \$50 gift card for taking part. Do you still plan to take part in the discussion group? *[If YES, proceed. If NO, ask the reason they are not able to join and address it if possible. If not possible to address the issue, thank them for their time and conclude the call.]*

We ask that you arrive at *[Insert Time—15 Minutes before the Discussion Group]* to register. The discussion group will start right at *[Insert Time]* and end at *[Insert End Time]*. It is very important that you show up on time.

As a reminder, please do not bring other adult family members or friends with you. If another adult comes with you, they will not be able to join you in the room where the discussion is held, and they will not receive a \$50 gift card. If you are breastfeeding, you may bring your baby. Please arrange for someone to take care of your other children while you attend the discussion group.

Do you have any questions about the discussion group? *[If yes, respond using questions and answers from flyer.]* My name is *[Insert Name of Recruiter]*, and I can be reached at *[Insert Phone Number]* if you should need to cancel. Thank you again and we look forward to seeing you on *[Insert Day]* at *[Insert Location]*.

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.