

**Attachment P**  
**Script for Responses to Help Line Calls**

## Farm to School Census

### Help Line Script

Hello, this is the Farm to School Census Help Line! Can I just get the name of your School Food Authority? (Enter in log)

How can I help you today?

Question	Response
I'm having technical difficulties.	It might be simpler to print out the attached printable version, complete it by hand, and fax it back.
In question 1, our SFA covers multiple districts. What should I put for the name of the district?	Put the name of your district first, then list the names of the other districts that are included in your SFA.
In question 1, should I put the zip code for the street address of my office, or the mailing address for the district.	Enter the zip code for the district's mailing address.
In question 1, I don't know the district's ID number from the State.	If you don't know the ID number, you can just leave it blank.
In question 2, I'm not sure if what our district is doing counts as a Farm to School activity. It's not included in the list of examples.	Go ahead and answer "Yes".
In question 3 (or 9 or 13 or 16 or 25) I don't understand what you mean by "geographic preference."	You should just answer "I don't know."
In question 4 (or 10 or 18), I don't know if our activities fit into this list.	You should check other, and then briefly describe the activity.
In question 5 (or 22), our definition of local isn't included.	Check "other", and describe how your district defines "local."
In question 19, the group targeted for our Farm to School activities is more specific than just an age group.	Check "other", and describe what group of students is targeted for Farm to School activities.
In question 19, different grades are doing different activities.	You can check any age group that has any Farm to School activities.
In question 20, I have no idea how many schools participated in any Farm to School activities.	You can leave the question blank.
In question 21, I have no idea how many schools had edible school gardens.	You can leave the question blank.
In question 26, we're purchasing food that is locally-produced, but we're not using the geographic preference option.	If you're not using the geographic preference option to purchase minimally processed locally produced food, just answer "no."
In question 26, we're using the geographic preference option to purchase foods that are locally produced but are more than minimally processed.	If you're not using the geographic preference option to purchase minimally processed locally produced food, just answer "no."

<p>In question 26, what does “minimally processed” mean?</p>	<p>If you’re not sure whether the food you’re purchasing is minimally processed, just answer” I don’t know”. Your State agency is the best source for definitive guidance on what counts as “minimally processed.”</p>
<p>In question 31, I’m not sure what the exact ranking of our top locally-produced food items is.</p>	<p>The ranking doesn’t have to be exact. You can just indicate the top 5 items to the best of your knowledge.</p>
<p>In question 32, I’m not sure how often we serve foods in each category.</p>	<p>You can give an answer to the best of your knowledge.</p>
<p>For question 33, I don’t have data on our total food costs separated out from other supplies.</p>	<p>You can give a rough estimate.</p>
<p>For question 34 (or 35), I don’t have data on what percent of our food budget is local</p>	<p>You can give a rough estimate.</p>