

APPENDIX J

STATE CN AGENCY DIRECTOR RECRUITING TELEPHONE SCRIPT

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STATE CN AGENCY DIRECTOR RECRUITING TELEPHONE SCRIPT

Note: The burden associated with gathering and submitting the requested documents is included in the disclosure statement on Appendix B.

OMB Control No.: 0584-0606
Expiration Date: 03/31/2019

Hello, may I please speak with [CN Agency Director Name]?

If the director asks why you're calling or who you are:

My name is [Recruiter Name]. I'm calling from [Insight Policy Research/Agralytica] to follow up on an email I sent you about a new U.S. Department of Agriculture, Food and Nutrition Service study in which your [State/Territory] was selected to participate. The study is looking at the cost of producing reimbursable school meals in [Hawaii/the U.S. Virgin Islands]. I am calling to schedule a telephone interview with you and answer any questions that you may have about the study.

If gatekeeper asks why you are calling and who you are:

My name is [Recruiter Name] I'm calling from [Insight Policy Research/Agralytica] on behalf of the U.S. Department of Agriculture, Food and Nutrition Service to follow up on an email [IF YOU HAVE NOT RECEIVED RESPONSE FROM EMAIL: I sent to [Mr./Ms. Director Last Name]/IF YOU HAVE RECEIVED RESPONSE FROM EMAIL: [Mr./Ms. Director Last Name] sent me] about scheduling an interview to learn more about the cost of producing reimbursable school meals in [Hawaii/the U.S. Virgin Islands]. I am calling today to schedule the interview. May I please speak to him/her?

If the person does not want to assist until he/she sees the email:

I can send you a copy of the email. What is your name and email address?

NAME: _____

EMAIL ADDRESS: _____

I'll send you a copy and call back in a few minutes to give you a chance to review it. Thank you for your help.

If asked for more details:

The U.S. Department of Agriculture, Food and Nutrition Service has contracted with Mathematica Policy Research to conduct the Outlying Areas Cost Study Feasibility Assessment. The purpose of the assessment is to determine the extent of information available about the costs of reimbursable meals for the National School Lunch Program and School Breakfast Program. Reimbursement rates for school meals sold in the contiguous 48 States and the District of Columbia are assessed periodically using a

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0584-0606. The time required to complete this information collection is estimated to average 15 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.

rigorous cost study methodology applied to sample of public SFAs and schools. That cost study methodology has never been applied in outlying areas, including Alaska, Hawaii, Guam, Puerto Rico, and the U.S. Virgin Islands. This study is important because an accurate assessment of meal costs in [Hawaii/the U.S. Virgin Islands] could help adjust per-meal reimbursement rates in your [State/Territory]. The study is not an audit. I am calling today to confirm a time for the interview with the State Child Nutrition agency director.

If asked from where you are calling:

I'm calling from [Insight Policy Research/Agralytica]. Mathematica Policy Research and its partners, Insight Policy Research and Agralytica, will assess whether the methodology can be used to determine the cost of producing reimbursable lunches and breakfasts in [Hawaii/the U.S. Virgin Islands].

If the director is not available and you have received a response to the email:

The State Child Nutrition agency director recently emailed me with a time that would work for him/her for the interview. I wanted to confirm the time with the director and review the documents that he/she should send to me before the phone call. May I leave [Mr./Ms. Director Last Name] a voicemail now, and could you please tell me when it would be a good time to reach him/her?

CALLBACK DATE AND TIME: _____

VOICEMAIL MESSAGE: [Mr./Ms. Director Last Name], my name is [Recruiter Name]. I'm calling from [Insight Policy Research/Agralytica] to follow up on an email I sent you about a USDA Food and Nutrition Service study in which your [State/Territory] has been selected to participate. I'd like to speak with you to confirm the interview time of [Date/Time] and answer any questions you may have. I can be reached at [Email] or [Telephone Number]. Thank you.

If the director is not available and you have not received a response to the email:

I sent [Mr./Ms. Director Last Name] an email to [Email]. Is this address correct?

- IF NO: May I have his/her correct email address?

EMAIL ADDRESS: _____

May I leave [Mr./Ms. Director Last Name] a voicemail now, and could you please tell me when it would be a good time to reach him/her?

CALLBACK DATE AND TIME: _____

VOICEMAIL MESSAGE: [Mr./Ms. Director Last Name], my name is [Recruiter Name]. I'm calling from [Insight Policy Research/Agralytica] to follow up on an email I sent you about a USDA Food and Nutrition Service study in which your [State/Territory] has been selected to participate. I'd like to speak with you to schedule a telephone interview and answer any questions you may have. I can be reached at [Email] or [Telephone Number]. Thank you.

If told you should speak to someone else:

What is that person's name and title?

ALTERNATE'S NAME: _____

ALTERNATE'S TITLE: _____

Can you give me his/her email address and telephone number?

EMAIL ADDRESS: _____

TELEPHONE NUMBER: _____

Could I please talk with [Alternate Name] now?

- IF NO: May I leave [Alternate Name] a voicemail now, and could you please tell me when it would be a good time to reach him/her?

CALLBACK DATE AND TIME: _____

VOICEMAIL MESSAGE: [Alternate Name], my name is [Recruiter Name]. I'm calling from [Insight Policy Research/Agralytica] to follow up on an email I recently sent [Mr./Ms. Director Last Name] about a USDA Food and Nutrition Service study in which your [State/Territory] has been selected to participate. I understand you may be the preferred person to contact about the study. I will send you some information about the study and then call you back. I can be reached at [Email] or [Telephone Number]. Thank you.

- IF YES: PROCEED TO NEXT SECTION.

If speaking with the director/alternate:

Hello, my name is [Recruiter Name]. I'm calling from [Insight Policy Research/Agralytica]. I recently emailed [you/Mr./Ms. Director Last Name] about the Outlying Areas Cost Study Feasibility Assessment, which we're conducting on behalf of the USDA Food and Nutrition Service.

- IF DIRECTOR CONFIRMED INTERVIEW TIME: Thank you for replying with your availability for the interview on [Date/Time]. Does that time still work for you?
 - o IF YES: Great. I will send you a meeting invitation with instructions to join the call. In case I need to reach you on the day of the interview, what is the number I should use?

DIRECTOR'S TELEPHONE NUMBER: _____

- o IF NO: That's okay. Let's find another time when you can participate. [SCHEDULE DATE/TIME.] Great. I will send you a meeting invitation with instructions to join the call. In case I need to reach you on the day of the interview, what is the number I should use?

INTERVIEW DATE AND TIME: _____

DIRECTOR'S TELEPHONE NUMBER: _____

- IF DIRECTOR DID NOT CONFIRM INTERVIEW TIME: In my email I offered some possible dates and times for an interview. Do any of those work for you? [SCHEDULE DATE/TIME.] Great. I will send you a meeting invitation with instructions to join the call. In case I need to reach you on the day of the interview, what is the number I should use?

INTERVIEW DATE AND TIME: _____

DIRECTOR'S TELEPHONE NUMBER: _____

Now I'd like to explore the relationship between your State Child Nutrition agency and the SFA(s) under your jurisdiction. Program regulations specify several administrative and oversight functions for State Child Nutrition agencies. Typically State Child Nutrition agencies are not directly involved with school food service operations, but I understand this might not be the case for your agency. [IF NEEDED: State Child Nutrition Agencies are responsible for agreements with SFAs; review of food service management company contracts; review of the claims payment process; implementation of the State agency's monitoring responsibilities; initiation and completion of corrective action; recovery of overpayments; disallowance of claims that are not properly payable; withholding of Program payments; oversight of SFA procurement activities; training and guidance activities; civil rights; and compliance with the State Administrative Expense Funds requirements as specified in 7 CFR part 235.]

I want to be sure I ask the right set of questions of you and the SFA director(s) in the interviews. In addition to the administrative and oversight functions specified in program regulations, in which of the following food service operations in the SFA(s) is your agency involved?

- | | |
|---|--|
| <input type="checkbox"/> Administration and management | <input type="checkbox"/> Hiring and staffing |
| <input type="checkbox"/> Budgeting and fiscal control | <input type="checkbox"/> Meal production and planning |
| <input type="checkbox"/> Food procurement for, and distribution to, the SFA(s) or schools | <input type="checkbox"/> Food service employee union contracting |

Next I want to confirm which documents you'll be able to send before the interview. I'd like to get these documents at least three days before the interview, which is [Date]. That way I can review everything and tailor some of the questions I'll have for you. Which of these documents will you be able to share? [LIST ONLY ITEMS TO BE REQUESTED FROM EACH RESPONDENT.]

- Audited and unaudited revenue and expenditure statements for [the/each] SFA from fiscal year 2016–2017, or if those are not available, audited and unaudited revenue and expenditure statements for [the/each] SFA from fiscal year 2015–2016.
- Completed daily production records that document the foods that are prepared for and served in reimbursable meals each day for a typical school week for [FILL SCHOOLS/some schools in [the/each] SFA]. [IF SCHOOLS HAVE NOT ALREADY BEEN IDENTIFIED: We will work with the SFA director(s) to select specific schools. [For each SFA,] Please consider schools that vary in whether they: (1) have staff who are not in the food service department but work on food service activities, (2) purchase any foods directly versus all SFA-level purchasing, (3) prepare food onsite versus receive meals from a central kitchen or production kitchen, (4) sell competitive foods versus do not sell competitive foods. The schools should also be different types (for example, elementary, middle, and high schools).]

- Documentation that identifies the cost categories and support functions included in the district's indirect cost rates or indirect cost allocation plan(s), such as documentation submitted to the State Department of Education for approval.

[IF NEEDED: *Cost categories* that may be treated as indirect costs can include the following: salaries and wages; employee benefits and payroll taxes; workers' compensation; supplies and expendable equipment; equipment rental; gas, oil, or electricity; water or sewer; telephone or internet service; insurance such as liability, vehicle, or other insurance; or other purchased services. *Support functions* that may be treated as indirect costs can include: accounting, budget finance, and payroll; data processing operations and programming; administration of personnel, benefits, and human resources; purchasing and contracting; general administration and policy, such as the superintendent's office; school board; custodial and janitorial services; building operations and maintenance; equipment and vehicle operations and maintenance; refuse disposal, pest control, or other sanitation; security; storage and transportation of goods; providing and maintaining uniforms; or medical or health services or supplies.]

- If applicable, [the/each] SFA's cycle menu(s)
- If applicable, [the/each] SFA's food service management company contract.
- If applicable, [the/each] SFA's food service employee union contract.
- One example record per supplier for food purchases from [the/each] SFA's vendors, USDA Foods, and DoD Fresh that show the item, the unit size, the price per unit, and the quantity. These could be invoices, delivery slips, or monthly vendor statements.
- Examples of standardized recipes for foods prepared from scratch for [the/each] SFA.
- Examples of records for district personnel or personnel in [FILL SCHOOLS/some schools in [the/each] SFA] who work on food service activities and are paid out of the food service account. These records should show job title, salary, hours worked, amount of leave time, and amount of time spent on food service activities. Please redact any names, Social Security Numbers, or other personally identifiable information from these records.
- Examples of records for district personnel or personnel in the [FILL SCHOOLS/some schools in [the/each] SFA] who work on food service activities but are paid out of the district account rather than the food service account. These records should show job title, salary, hours worked, amount of leave time, and amount of time spent on food service activities. Please redact any names, Social Security Numbers, or other personally identifiable information from these records.
- If applicable, examples of records of non-reimbursable foods sales (for example, adult meals or items that are sold a la carte in the cafeteria or elsewhere in school, such as in vending machines, school stores, food carts, or snack bars).

What is the most convenient way for you to share the documents with me? Would you prefer to post the documents to a secure website, email them to me, fax them to me, or ship them postage-paid via FedEx?

SharePoint

Fax

Email

FedEx

Great. You can post/send the documents by [PROVIDE INSTRUCTIONS]. I will include these instructions in the meeting invitation, too.

Thank you for your help today. I look forward to speaking with you again soon.