

APPENDIX M

PRINCIPAL RECRUITING TELEPHONE SCRIPT

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PRINCIPAL RECRUITING TELEPHONE SCRIPT

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

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

Hello, may I please speak with [Principal Name]?

If principal asks why you're calling or who you are:

My name is [Recruiter Name]. I'm calling from [Mathematica Policy Research/Insight Policy Research/Agralytica] to follow up on correspondence I sent you about a new U.S. Department of Agriculture, Food and Nutrition Service study in which your school was selected to participate. The study is looking at the cost of producing reimbursable school meals in [Alaska/Hawaii/Guam/Puerto Rico/the U.S. Virgin Islands]. I am calling to ask if any school staff work on food service activities but are paid from a non-food service account, and if so, to schedule a telephone interview with you. I can also answer any questions that you may have about the study.

If gatekeeper asks why you're calling or who you are:

My name is [Recruiter Name]. I'm calling from [Mathematica Policy Research/Insight Policy Research/Agralytica] on behalf of the U. S. Department of Agriculture, Food and Nutrition Service to follow up on correspondence [IF YOU HAVE NOT RECEIVED RESPONSE: I sent to [Mr./Ms. Principal Last Name]/IF YOU HAVE RECEIVED RESPONSE: [Mr./Ms. Principal Last Name] sent me] about scheduling an interview to learn more about the cost of producing reimbursable school meals in [Alaska/Hawaii/Guam/Puerto Rico/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 correspondence:

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 THE PERSON DOES NOT HAVE ACCESS TO EMAIL: I will read you what I wrote to [Mr./Ms. Principal Last Name.] [READ CORRESPONDENCE TO THE PERSON.]

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

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 10 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.

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 rigorous cost study methodology applied to a sample of public school food authorities (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 [Alaska/Hawaii/Guam/Puerto Rico/the U.S. Virgin Islands] could help adjust per-meal reimbursement rates in your [State/Territory]. Your SFA director, [SFA Director Name], has already participated [IF HAWAII OR USVI:, as has your State Child Nutrition agency director]. The study is not an audit. I am calling today to confirm a time for the interview with your school's principal.

If asked from where you are calling:

I'm calling from [Mathematica Policy Research/Insight Policy Research/Agralytica]. Mathematica 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 [Alaska/Hawaii/Guam/Puerto Rico/the U.S. Virgin Islands].

If the principal is not available and you have received a response to the correspondence:

The principal recently contacted me with a time that would work for him/her for the interview. I wanted to confirm the time and see if he/she has any questions. May I leave [Mr./Ms. Principal 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. Principal Last Name], my name is [Recruiter Name]. I'm calling from [Mathematica Policy Research/Insight Policy Research/Agralytica] to follow up on correspondence I sent you about a USDA Food and Nutrition Service study in which your school was selected to participate. I'd like to speak with you to confirm some information about your school and possibly schedule a telephone interview with you. I can also answer any questions you may have. I can be reached at [Email] or [Telephone Number]. Thank you.

If the principal is not available and you have not received a response to the correspondence:

I sent [Mr./Ms. Principal Last Name] [an email/a letter] to [Email/Mailing Address]. Is this address correct?

- IF NO: REQUEST EMAIL ADDRESS. IF EMAIL IS NOT AVAILABLE OR A LETTER IS PREFERRED, REQUEST MAILING ADDRESS.

EMAIL ADDRESS: _____

MAILING ADDRESS: _____

May I leave [Mr./Ms. Principal 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. Principal Last Name], my name is [Recruiter Name]. I'm calling from [Mathematica Policy Research/Insight Policy Research/Agralytica] to follow up on correspondence I sent you about a USDA Food and Nutrition Service study in which your school was selected to participate. I'd like to speak with you to confirm some information about your school and possibly schedule a telephone interview with you. I can also 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 [Mathematica Policy Research/Insight Policy Research/Agralytica] to follow up on correspondence I recently sent [Mr./Ms. Principal Last Name] about a USDA Food and Nutrition Service study in which your school was 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 principal/alternate:

Hello, my name is [Recruiter Name]. I'm calling from [Mathematica Policy Research/Insight Policy Research/Agralytica]. I recently contacted [you/the principal] about the Outlying Areas Cost Study Feasibility Assessment, which we're conducting on behalf of the USDA Food and Nutrition Service. [IF PERSON CONFIRMED INTERVIEW TIME: Thank you for replying with your availability for the interview on [Date/Time].] I would like to ask you two questions to determine if we need to [speak further/schedule an interview].

Do any of the staff working in your school, but not part of the food service department, do any work in support of the food service program in your school? Food service activities can include [ALASKA OR HAWAII: distributing or processing applications for free or reduced-price meals;] cleaning food service areas and other custodial services; supervising students during meals; ordering, storing, and transporting food; or other food service administrative activities.

- Yes
- No

Are any wages or benefits of school food service staff paid out of the school district account rather than the food service account?

- Yes
- No

- IF NO TO BOTH QUESTIONS: Based on this information about your school, we do not need to proceed with an interview. Thank you very much for your time. [END CALL.]
- IF YES TO EITHER QUESTION: Based on this information about your school, I'd like to proceed with an interview with you. [CONFIRM OR SCHEDULE DATE/TIME.] Great. [IF PERSON HAS EMAIL: I will send you a meeting invitation with instructions to join the call./[IF PERSON DOES NOT HAVE EMAIL, PROVIDE INSTRUCTIONS.] And in case I need to reach you on the day of the interview, what is the number I should use?

INTERVIEW DATE AND TIME: _____

TELEPHONE NUMBER: _____

I would like to review any documents you might have at least three days before the interview, which is [Date]. That way I can review the documents and tailor some of my questions for you. Which documents are you able to share? [LIST ONLY APPLICABLE ITEMS.]

- Examples of records for non-food service school staff 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, whether the person receives fringe benefits, hours worked, amount of leave time, and amount of time spent on food service activities.
- Examples of records for food service staff in the school who are paid out of the district account rather than the food service account. These records should show job title, salary, whether the person receives fringe benefits, hours worked, amount of leave time, and amount of time spent on food service activities.

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?

- | | |
|-------------------------------------|--------------------------------|
| <input type="checkbox"/> SharePoint | <input type="checkbox"/> Fax |
| <input type="checkbox"/> Email | <input type="checkbox"/> FedEx |

Great. You can post/send the documents by [PROVIDE INSTRUCTIONS]. [IF PERSON HAS EMAIL: 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.