

APPENDIX L

SCHOOL NUTRITION MANAGER RECRUITING TELEPHONE SCRIPT

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## SNM RECRUITING TELEPHONE SCRIPT

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

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

Hello, my name is [Recruiter Name]. I'm calling from Insight Policy Research to follow up on correspondence I sent you about a 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 [Puerto Rico/the U.S. Virgin Islands]. I am calling to schedule a face-to-face interview with you and answer any questions that you may have about the study. May I please speak with [SNM Name]?

**If asked for more details:**

The U.S. Department of Agriculture, Food and Nutrition Service has contracted with Mathematica Policy Research and its partner, Insight Policy Research, to conduct the Outlying Areas Cost Study Feasibility Reassessment. The purpose of the reassessment is to determine the extent of information available about the costs of reimbursable meals for the National School Lunch Program and School Breakfast Program and to update information gathered in 2018. 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 Puerto Rico and the U.S. Virgin Islands. This study is important because an accurate assessment of meal costs could help adjust per-meal reimbursement rates in [Puerto Rico/the U.S. Virgin Islands]. Your SFA director, [SFA Director Name], has already agreed to participate. The study is not an audit. I am calling today to confirm a time for the interview with your school's school nutrition manager.

**If the SNM is not available:**

May I leave [Mr./Ms. SNM Last Name] a voicemail now, and could you please tell me when it would be a good time to reach him/her? Also, may I have your name please? [COLLECT INFORMATION AND LEAVE MESSAGE.]

CALLBACK DATE AND TIME: \_\_\_\_\_

NAME: \_\_\_\_\_

VOICEMAIL MESSAGE: [Mr./Ms. SNM Last Name], my name is [Recruiter Name]. I'm calling from Insight Policy Research to follow up on correspondence I sent you about a U.S. Department of Agriculture, Food and Nutrition Service study in which your school was 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.

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. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Department of Agriculture, Food and Nutrition Service, Office of Policy Support, 3101 Park Center Drive, Room 1014, Alexandria, VA 22302, ATTN: PRA (0584-0606). Do not return the completed form to this address.

**If speaking with the SNM:**

I'm calling to follow up on my recent email about the Outlying Areas Cost Study Feasibility Reassessment, which we're conducting on behalf of the U.S. Department of Agriculture, Food and Nutrition Service.

- **SCHEDULE INTERVIEW:** In my email I offered some possible dates and times for a face-to-face interview during our visit. Do any of those work for you? [SCHEDULE DATE/TIME.] Great. I will send you a confirmation email after we have finished scheduling all of the interviews.

INTERVIEW DATE AND TIME: \_\_\_\_\_

- **REQUEST DOCUMENTS:** Next I want to determine which documents you'll be able to send before the visit. I'd like to get these documents by [Date]. That way I can review everything and tailor some of the questions we'll ask. Which of these documents will you be able to share? [LIST ONLY ITEMS TO BE REQUESTED FROM EACH RESPONDENT. DO NOT REQUEST DUPLICATE DOCUMENTS (FOR EXAMPLE, DO NOT REQUEST FOOD SERVICE PERSONNEL RECORDS IF THE SFA DIRECTOR IS PROVIDING THEM).]

- Completed daily production records that document the foods that are prepared for and served in reimbursable meals each day for a typical school week
- Your school's cycle menu or a menu for a typical week
- If applicable, examples of records of school food purchases, such as invoices, delivery slips, or monthly vendor statements, that show the item, the unit size, the price per unit, and the quantity
- If applicable, examples of the school's standardized recipes for foods prepared from scratch
- Examples of records for school personnel 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.
- 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?

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

Again, I'd like to get these documents by [DATE]. You can post/send the documents to the secure website by [PROVIDE INSTRUCTIONS]. I will include these instructions in the visit itinerary too.

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