**Attachment C - Intervention-Reminder Call Script**

Notes:

* [Fields in brackets] should be customized.
* Do not read to parent, to avoid sounding robotic. Feel free to use your own language

Hi [Susan],

* *Introduction*: I’m [Juanita Price] calling from [Mary, Tom, and Steven]’s school district, [school district name].
* *Purpose*: I’m the [coordinator] for free/reduced price meals. We asked you to send documents showing the information you listed on your free/reduced price meals application a few weeks ago and the deadline is [Oct 16], [three] days from today. If you do not send documents or let me know your situation by [Oct 16], [Mary, Tom, and Steven] will stop receiving free/reduced price meals.
* *Help:* I was wondering if you need any help submitting the documentation by the deadline?
	+ If “no”, skip to *Remind.*
	+ If “yes”, walk them through the steps below (see next page for details on document submission if needed). At the end, mention content in *Remind.*
		- Was someone in your household receiving benefits from [State SNAP], [State TANF] or [FDPIR] at the time of application, or since?
		- Is the child a homeless, migrant, or runaway child?
		- Is the child a foster child?
* *Remind:* This year, you can submit documents by taking a picture with on your phone or camera and emailing it to us at [email], indicating the name(s) of your child(ren). Or, you can send us original documents or copies along with the names of your child(ren) to [mailing address]. We’ll send the originals back to you.

|  |  |
| --- | --- |
| **1. Were you or someone in your household receiving benefits from [State SNAP], [State TANF] or [FDPIR] at the time of application, or since?** | **Yes.**Please send us one of these documents:* [State SNAP], [State TANF] or [FDPIR] Certification Notice that shows dates of certification.
* Letter from [State SNAP], [State TANF] or [FDPIR] office that shows dates of certification.

Do not send your EBT card! Call [Juanita Price] at [(xxx)-xxx-xxxx] if you don’t have any of the documents listed above. If you send us this information, you are done. You do not need to go to the other steps. **No.** Return this letter along with documentation of your household’s sources of income for either the month prior to application submission or any month after. The document(s) must show\*\*: * **Name** of person who received the income
* **Date** received
* **Amount** received
* **How** **often** it was received
 |
| **2.** **Is the child a homeless, migrant, or runaway child?**  | **Yes.** Please contact [school, homeless liaison, or migrant coordinator] for help.  |
| **3.** **Is the child a foster child?** | **Yes.** Return this letter along with written documentation that verifies the child is the legal responsibility of the agency or court or provide the name and contact information for a person at the agency or court who can verify that the child is a foster child. |

\*\*Here’s a list of acceptable documentation. Multiple papers can be used to support one individual’s information:

**Jobs**: Paycheck stub or pay envelope. If the stub or envelope does not list how often you receive pay, please include a letter from employer stating gross wages and how often you are paid; or, if you work for yourself, please include business or farming papers, such as ledger or tax books.

**Social Security, Pensions, or Retirement**: Social Security retirement benefit letter, statement of benefits received, or pension award notice.

**Unemployment, Disability, or Worker’s Comp**: Notice of eligibility from State employment security office, check stub, or letter from the Worker’s Compensation office.

**Child Support or Alimony**: Court decree, agreement, or copies of checks received.

**Other Income (such as rental income)**: Information that shows the name of the person who received the income, the date it was received, how much was received, and how often it was received.

**No Income**: A brief note explaining how you provide for your household expenses, and when you expect an income.

**Military Housing Privatization Initiative**: Letter or rental contract showing that your housing is part of the Military Privatized Housing Initiative.