



National Assessment of Meal Eligibility and Services (NAMES) Study Recruitment Call Script

OMB Number: 0584-XXXX
Expiration Date: XX/XX/XXXX

S1. Hello, may I speak with <NAME OR NAMES OF IDENTIFIED PARENT/GUARDIAN(S)>?

[IF SPEAKING WITH IDENTIFIED PARENT/GUARDIAN, GO TO S2]

[IF AN IDENTIFIED PARENT/GUARDIAN IS NOT AVAILABLE AND SPEAKING TO ANOTHER HOUSEHOLD MEMBER, GO TO BOX A ON PAGE 4]

[IF IDENTIFIED PARENT/GUARDIANS ARE NO LONGER AT THIS TELEPHONE NUMBER, GO TO BOX B ON PAGE 4]

[IF THIRD ATTEMPT WITH ANSWERING MACHINE/VOICE MAIL PICKUP, GO TO BOX C ON PAGE 4]

NOTE: THE OUTCOME OF EVERY HOUSEHOLD CALL MUST BE DOCUMENTED, EVEN IF THE PERSON HANGS UP.

S2. My name is _____. I am calling for the United States Department of Agriculture (USDA), Food and Nutrition Services, also called FNS. Today I am asking for your help for an important study called the National Assessment of Meal Eligibility and Services Study or NAMES. Recently, we sent a letter to you about this study. Did you receive that letter and brochure?

YES.....CONTINUE TO S3

NO.....GO TO S8.

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-XXXX. The time required to complete this information collection is estimated to average 10 minutes per response, including the time to review

APPENDIX B20. NAMES RECRUITMENT CALL SCRIPT

S3. FNS wants to learn about your experiences with the Child and Adult Care Food Program, also known as the CACFP. You are the best source of details about your and your child's views about the meal service and the process for checking program eligibility at <NAME OF CHILD CARE CENTER>. Your household was picked randomly to do the NAMES survey from a list of children enrolled at <NAME OF CHILD CARE CENTER> and eating the breakfast and/or lunch there.

I am asking you to do the household survey for NAMES. This takes only about 45 minutes of your time to answer questions during my visit to your home at a time good for you. Anyone agreeing to join the study can receive a thank you gift card of up to \$50. You will get \$30 for completing the survey and you will get an extra \$20 if you also provide the documents to verify your income. You are free to join the study or not and there are no consequences if you choose to not take part or skip any question I ask. We also work hard to keep all of your answers private to the extent provided by law. Do you have any questions now? ANSWER QUESTIONS.

S4. Can we schedule a time to do the household survey at your home at a time that works for you? I have openings on (AVAILABLE DATES). Would one of these times be good for my visit?

ACCOMMODATE ANY REQUEST TO COMPLETE SURVEY AT ANOTHER LOCATION OF THE PARENT/GUARDIAN'S CHOOSING.

YES.....CONTINUE

NO.....GO TO S5.

Which date and what time of the day would be best?

RECORD APPOINTMENT DATE AND TIME IN ELECTRONIC RECORD OF COMMUNICATION (EROC)

GO TO S6

S5. What days of the week and times of the day would work best for you? IF THE PARENT/GUARDIAN DOES NOT UNDERSTAND ADD: Some examples might include mornings during the week, weekends during the day, or weekday evenings.

REFER TO YOUR CALENDAR TO FIND NEXT AVAILABLE DATE MATCHING THIS RESPONSE. OFFER THAT DATE AS A POSSIBILITY. KEEP OFFERING AVAILABLE DATES IN CHRONOLOGICAL ORDER UNTIL AN AGREEABLE DATE AND TIME IS FOUND. RECORD APPOINTMENT DATE AND TIME IN EROC

CONTINUE TO S6

APPENDIX B20. NAMES RECRUITMENT CALL SCRIPT

S6 Just to confirm with you, we will meet at (your home/OTHER NAMED LOCATION) on (DAY OF WEEK, DATE at TIME). Please make a note of this on your calendar.

S7. We will send an appointment confirmation mailing that includes a worksheet and instructions for preparing for my visit. It should take about 25 minutes to prepare. Please read the worksheet and instructions carefully as they ask you to gather documents to answer the questions. I will ask about your income during <APPLICATION MONTH, YEAR> when your child’s eligibility for meal benefits at <NAME OF CHILD CARE CENTER> was checked. Details about the best documents, such as paystubs and payment statements, to pull together from that time are included on the worksheet so we can use them during the interview. GO TO END CALL

S8. Okay, I can re-send the invitation to you. The address in our records is (READ ADDRESS IN SMS: STREET, CITY, STATE, & ZIP). Is this correct?

YES.....GO TO S9

NO.....CONTINUE.

May I please have a current accurate mailing address?

SET REMAIL NEEDED STATUS IN EROC AND RECORD CORRECT STREET, CITY, STATE, AND ZIP FOR MAILING ADDRESS SO THAT RE-MAIL CAN BE MADE.

S9. Do you have a few minutes so I can briefly describe the study?

YES.....RETURN TO S3

NO.....CONTINUE

Okay, I can call back after you receive the invitation so you have time to read over the materials about the study. Thank you for your time today. I look forward to speaking with you again soon. GO TO END CALL

END CALL; CLOSE OUT BY PROVIDING STUDY’S CONTACT INFORMATION

Thank you so much for your time today. If you have any questions before we talk the next time, please call the study toll free number 1-855-272-0058 or send an email to <NAMES EMAIL>. Thank you again. Goodbye.

APPENDIX B20. NAMES RECRUITMENT CALL SCRIPT

BOX A: IDENTIFIED PARENT/GUARDIAN IS NOT AVAILABLE

When would be a good time to call back to reach <NAME OF PARENT/GUARDIAN>?

MAKE AN EROC ENTRY TO RECORD CALLBACK DATE AND TIME.

If <NAME OF PARENT/GUARDIAN> has any questions, (he/she) can call the study's toll free number at 1-855-272-0058 or send an email to <NAMES EMAIL>. Thank you for your help. Goodbye.

BOX B: IDENTIFIED PARENT/GUARDIAN CAN NO LONGER BE REACHED AT THIS NUMBER

I am calling for the Food and Nutrition Services, United States Department of Agriculture. We are trying to locate <NAME OF PARENT/GUARDIAN> to invite (him/her) to join an important study. Can you tell me how to reach (him/her)?

MAKE AN EROC ENTRY TO NOTE WRONG NUMBER AND RECORD ANY NEW PHONE NUMBER OBTAINED.

You can also ask <NAME OF PARENT/GUARDIAN> to call the study's toll free number, 1-855-272-0058 or send an email to <NAMES EMAIL> to share the best way to contact (him/her). Thanks you for your time today. Goodbye.

BOX C: VOICE MAIL MESSAGE

Researchers for the Food and Nutrition Services, United States Department of Agriculture would like to speak with you about an important study. Please call 1-855-272-0058 or send an email to <NAMES EMAIL> for more information. Once again, that toll-free number is: 1-855-272-0058. Goodbye.