



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

EPICCS CALL GUIDE and WORKSHEET FOR SPONSORS

This call guide is to be used by EPICCS recruiters when recruiting Sponsors. All recruitment calls should be made within one week of the mailing of recruitment packages. This guide is organized into the following steps:

- Step 1: Introduction and Purpose of the Call
- Step 2: Re-mail recruitment Packet
- Step 3: Recruitment—Gain Enrollment
- Step 4: Complete Enrollment Questions
- Step 5: End Call Scripts

Checklist of Key Items to Complete During the Call:

Item	Guide Page #	Completed	Comments
Step 1: Introduction and Purpose of Call			
Scenario A: Schedule a Time to Talk with Primary Contact	D-2	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
Scenario B: Correct Primary Contact Name and Contact Information	D-3	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
Scenario C: Voicemail	D-4	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
Make Electronic Record of Communication (EROC) Entries for Each Contact	N/A	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Step 2: Re-mail Recruitment Packet			
Re-mail Request	D-4	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
Make EROC Entries for Each Contact	N/A	<input type="checkbox"/> Yes <input type="checkbox"/> No	

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 15 minutes per response, including the time to review instructions, search existing data sources, gather and maintain the data needed, and complete and review the collection of information.

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Item	Guide Page #	Completed	Comments
Step 3: Recruitment-Gain Enrollment			
Recruitment-Gain Enrollment	D-5	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
Make EROC Entries for Each Contact	N/A	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Step 4: Sponsor Enrollment Questions—			
Sponsor Enrollment Questions	D-8	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
Make EROC Entries for Each Contact	N/A	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Step 5: End Call Scripts			
End Call Scripts	D-9		
Make EROC Entries for Each Contact	N/A	<input type="checkbox"/> Yes <input type="checkbox"/> No	

A: SPONSORS

Important Notes for Recruiters:

1. The outcome/findings from every call must be documented in an Electronic Record of Communication (EROC) in the SMS.
2. Any text that should be read to the sponsor/center contact by the recruiter is presented in mixed case text.
3. All instructions or notes to the Recruiter are in ALL CAPS. These are not to be read to the sponsor/center contact.
4. Recruiters may use a hardcopy version of this guide to complete Step 1 through Step 3 and Step 5 during the call itself. However, all Recruiters must log into the SMS to update contact information, create EROCs immediately following the call. In addition, recruiters **must** enter Step 4 data into the SMS in real time during the call.

STEP 1: INTRODUCTION AND PURPOSE OF THE CALL

NOTE TO RECRUITER: TURN TO SMS TO LOG OUTCOME OF SPONSOR AGREEMENT TO PARTICIPATE AND SYSTEMATICALLY COMPLETE SPONSOR RECRUITMENT PROCESS QUESTIONS ABOUT ALL CENTERS ASSOCIATED WITH THIS SPONSOR. LAUNCH CORRESPONDING SPONSOR MODULE TO RECORD

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RESPONSES. QUESTIONS WILL ESTABLISH CENTERS THAT ARE DIFFICULT TO RECRUIT, OR REQUIRE UNIQUE RECRUITING APPROACH.ASK FOR SUGGESTIONS TO IMPROVE RECRUITMENT SUCCESS.

Hello, may I speak with <PRIMARY CONTACT NAME>?

SCENARIO A: IF PRIMARY CONTACT IS SPEAKING

My name is <RECRUITER NAME> and I work for Westat, a research company based in Rockville, MD. I am calling on behalf of USDA’s Food and Nutrition Service about the Erroneous Payments in Child Care Centers Study. I am following up regarding the packet you should have received in the mail.

Is this a good time to speak with you? [IF NO, ASK FOR A BETTER DATE AND TIME TO CALL. RECORD AN EROC IN SMS].

Did you receive this mailing?

>IF YES GO TO **STEP 3: RECRUITMENT-GAINING ENROLLMENT**

>IF NO..... CONTINUE TO **STEP 2: REMAIL RECRUITMENT PACKET**

>IF PRIMARY CONTACT IS NOT AVAILABLE OR BUSY.....

SAY THE FOLLOWING:

When would be a good time to call back to reach (you/<PRIMARY CONTACT NAME>)?

--RECORD CALLBACK DATE AND TIME IN EROC--

I have made a note to call back at that time. (Can you also let <PRIMARY CONTACT NAME> know that I called today? Please make a note of this date and time on your calendar.)

In the meantime, if (you have/<PRIMARY CONTACT NAME> has) any questions, (he/she/you) can call me at 1-855-272-0058 or send an email to EPICCS@westat.com. Again, my name is <RECRUITER NAME>. Thank you for your help today. Goodbye.

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SCENARIO B: IF CHANGES ARE NEEDED TO PRIMARY CONTACT'S NAME, ADDRESS, EMAIL OR PHONE NUMBER

>IF THERE IS A BETTER
PRIMARY CONTACT.....

SAY THE FOLLOWING:

What is the name of the best person to discuss this important study?

--COLLECT FIRST AND LAST NAME--

What is the best mailing address and phone number to reach (him/her)? Email address?

>IF PRIMARY CONTACT
NEEDS UPDATED CONTACT
INFORMATION.....

Can you tell me how to best reach (him/her)?

--NOTE ANY APPROPRIATE CHANGES IN PRIMARY CONTACT NAME, WRONG NUMBER AND BETTER PHONE NUMBER OR ADDRESS OBTAINED IN EROC--

You can also ask <PRIMARY CONTACT NAME> to call the study's toll free number, 1-855-272-0058 or send an email to EPICCS@westat.com providing (his/her) name and best contact information. Thanks you for your time today. Goodbye.

SAY THE FOLLOWING:

SCENARIO C-VOICEMAIL: IF CALL ROLLS TO VOICE MAIL ON FIRST ATTEMPT OR IF FIFTH ATTEMPT WITH ONLY VOICE MAIL PICKUP, RECORD THE FOLLOWING VOICEMAIL MESSAGE:

My name is <RECRUITER NAME>. I work for Westat a research company based in Rockville, MD. I am calling on behalf of USDA's Food and Nutrition Service about the Erroneous Payments in Child Care Centers Study. Westat has a contract with FNS to conduct this study. We recently mailed you a package about this important study. I would like to speak with you about this important study.

You can also call the toll-free number, 1-855-272-0058 or send an email to EPICCS@westat.com for more information. Again, my name is <RECRUITER NAME> and that toll-free number is: 1-855-272-0058. Goodbye.

NOTE TO RECRUITER: DO NOT LEAVE ADDITIONAL VOICE MAIL MESSAGES AFTER FIFTH CALL WITHOUT AN ANSWER. DISCUSS STRATEGIES FOR FOLLOW-UP WITH YOUR WESTAT SUPERVISOR.

STEP 2: REMAIL RECRUITMENT PACKET

REMAIL RECRUITMENT PACKET: IF INDIVIDUAL/PRIMARY CONTACT YOU SPEAK WITH STATES THAT THEY DID NOT RECEIVE THE MAILING:

Okay, I will be sure to re-send the packet of study materials to you. The address in our records is
<READ ADDRESS IN SMS: STREET, CITY, STATE, AND ZIP>.

Is this address correct?

>YES.....

GO TO **[END CALL]**

>NO.....

GO TO **[UPDATE ADDRESS]**

[END CALL] I will call you back in about ten days when you should have received the materials. We can discuss your support for the EPICCS at that time. Thank you. Good Bye.

[UPDATE ADDRESS] May I please have a current 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--

I will call you back in about one week when you should have received the materials. We can discuss your support for the EPICCS at that time. Thank you. Good Bye.

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STEP 3: RECRUITMENT—GAINING ENROLLMENT

- S1.** As the materials in the package outline, trained EPICCS data collectors will be calling you at the end of the summer. During that call, the data collector will ask about your relationship with the childcare centers you sponsor and their characteristics important for efficient on-site visits to gather administrative data and to observe breakfast and lunch meal service.

NOTE TO RECRUITER: EPPICS DATA COLLECTORS WILL BE CALLING IN SEPTEMBER AND DATA COLLECTION WILL START IN OCTOBER

If a visit to your sponsored location is needed, a date and time convenient for them will be set during that call. At a later time separate from our visit to your sponsored location, we will also randomly sample CACFP participating households for in-person interviews.

Do you have any questions about the study?

>IF YES..... ANSWER QUESTIONS AND CONTINUE TO **S2**

>IF NO QUESTIONS..... GO TO **S2**

- S2.** Do you have any questions about your participation in the study?

>IF AGREEMENT IS OBTAINED/IMPLIED GO TO **S3**

>STATED CONCERNS... ADDRESS CONCERNS THROUGH USE OF TALKING POINTS/FAQS THAT ADDRESS STATED CONCERNS AND PROCEED BASED ON THE RESPECTIVE SCENARIO: 1) CONFIRM PARTICIPATION (CONTINUE TO **S3**) OR 2) PARTICIPANT OBJECTS TO PARTICIPATE (GO TO **END CALL SCRIPT#2**).

>IF OBJECTION TO PARTICIPATION..... GO TO **END CALL SCRIPT#2**

- S3.** Before we determine your center(s) eligibility, can I please verify your address?

--CONFIRM SPONSOR ADDRESS IN SMS AND MAKE EDITS IF NECESSARY--

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S4. Now I would like to confirm details in our records about the sampled centers that you sponsor to ensure that they are eligible to participate in the study.

Enclosed in the packet we sent is a list of the sampled centers. Do you have that list accessible?

- >IF YES..... GO TO **S5**
- >IF NO..... --REFER TO SMS FOR ASSOCIATED CENTERS--
GO TO **S5**

S5. Please confirm that you sponsor the center(s) listed.

- >IF YES..... GO TO **S6**
- >IF NO..... --IN THE SMS, RECORD ERROR AND UPDATE STATUS TO MISCLASSIFIED FOR EACH AFFECTED CENTER--
[ASK IF THEY HAVE UPDATED SPONSOR INFORMATION]
--RECORD UPDATES IN THE SMS--
GO TO **END CALL SCRIPT#3**

S6. Is each sampled center that you sponsor still in operation and participating in the Child and Adult Care Food Program (CACFP)?

- >IF YES..... GO TO **S7**
- >IF SOME IN OPERATION... LIST CENTERS IN OPERATION AND GO TO **S7**
--IN THE SMS, UPDATE STATUS TO INELIGIBLE FOR EACH CENTER NOT IN OPERATION--
- >IF NONE IN OPERATION... GO TO **END CALL SCRIPT#3**

NOTE TO RECRUITER: COMPLETE **S6** FOR EACH OPERATION CENTER

S7. Does each of those sampled centers operate at least a preschool childcare program or a Head Start program?

NOTE TO RECRUITER: THE CENTERS SHOULD NOT BE EXCLUSIVELY OPERATING AN EARLY HEAD START PROGRAM, AN AT-RISK AFTERSCHOOL PROGRAM, AN OUTSIDE-SCHOOL-HOURS PROGRAM, OR AN EMERGENCY SHELTER.

- >IF YES..... GO TO **S8**
- >IF NO..... GO TO **END CALL SCRIPT#3**

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S8. Now that we have confirmed your center’s eligibility, do you have any questions?

>IF YES..... ANSWER QUESTIONS AND CONTINUE TO **S9**

>IF NO QUESTIONS..... **GO TO S9**

S9. Have you had an opportunity to speak with the centers sampled for EPICCS about their selection for the study sample?

>YES..... **GO TO STEP 4: COMPLETE ENROLLMENT QUESTIONS**

>NO, BUT HAS PLANS
TO DO SO..... **GO TO STEP 4: COMPLETE ENROLLMENT QUESTIONS**

>NO, AND DID NOT
MENTION PLANS..... **GO TO STEP 4: COMPLETE ENROLLMENT QUESTIONS**

STEP 4: COMPLETE ENROLLMENT QUESTIONS

NOTE TO RECRUITER: THIS SECTION WILL BE COMPLETED IN THE SMS

A: SPONSOR ORGANIZATIONS

Sponsor Enrollment Questions (Programmed into the SMS)

- These enrollment questions are activated (new screen) after the recruiter selects “EN-Enrolled” as an EROC Result Code.
- Recruitment must first Confirm Sponsor ID by entering the sponsor ID with check digit embedded.
- The name of the sponsor should appear as a second level verification.

S10. Our records have this contact information for <NAME OF ASSOCIATED CENTER>:

[DISPLAY CENTER CONTACT INFORMATION ON THE SCREEN]

CENTER NAME

CENTER STREET, CITY, STATE ZIP

CENTER’S PRIMARY CONTACT NAME

CENTER’S PRIMARY CONTACT PHONE NUMBER

CENTER’S PRIMARY CONTACT EMAIL

Is our contact information complete and accurate?

>YES.....1

>NO..... 2

[IF NO, OPTION TO GO TO THE CENTER CONTACT PAGE TO UPDATE CONTACT INFORMATION]

S11. What is the average daily attendance of the preschool/Head start CACFP program only for <NAME OF ASSOCIATED CENTER>?

Center ADA: |_|_|_|_|

CODING: 9999=Don’t Know

S12. Is the childcare center located on an Indian reservation, on a military base, within a public school, or any another location that may require prior approval or advance arrangements for access by the data collector?

>NO..... 1

>YES..... 2

[ENTER COMMENTS]

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S13. Do you have any comments or suggestions regarding recruitment or data collection <NAME OF ASSOCIATED CENTER>:

>NO..... 1

>YES..... 2

[ENTER COMMENTS]

GO TO STEP 5: END CALL SCRIPTS

NOTE TO RECRUITER:

*Q. **S13.** IS ASKING THINGS LIKE “IS THE FACILITY HARD TO LOCATE?” “ARE THE HOURS OF OPERATION UNUSUAL?” “ARE THERE ANY CHARACTERISTICS ABOUT YOUR PROGRAM THAT MIGHT INFLUENCE DATA COLLECTION?”

*REPEAT QUESTIONS **S10-S13** FOR EACH SPONSORED CENTER

FOR ICCC ONLY:

*PROCEED TO CENTER ENROLLMENT (SECTION B. CENTERS – Q. **C7.**)

STEP 5: END CALL SCRIPTS

END CALL SCRIPT #1 – AGREED TO PARTICIPATE

Thank you for your time today. We greatly appreciate your help and support for this important project. If you have any questions before we call back for the next step, please contact us at 1-855-272-0058 or via email EPICCS@westat.com. Again, my name is <RECRUITER NAME>. Thank you again. Goodbye.

END CALL SCRIPT#2 – DID NOT AGREE TO PARTICIPATE

You do not have to make a decision now. Review the materials we have sent and in about a week someone from our recruitment team will give you a call back to answer any questions and address any concerns. CACFP is an essential program and having your participation in this study will assist us in enhancing and improving this program. Again, my name is <RECRUITER NAME> and we look forward to speaking with you soon. Thanks for your time. Goodbye

--IN THE SMS, DOCUMENT REFUSAL EROC AND ANSWER ENIRF QUESTIONS--

END CALL SCRIPT #3 – POSSIBLY INELIGIBLE

According to the information you have just provided about your (organization/center), it may not meet the criteria for participating in EPICCS. I will discuss these circumstances with my supervisor, <INSERT SUPERVISOR NAME> and she will be in touch to confirm if you are eligible to participate. Thank you for your time today. Goodbye.

--IN THE SMS, DOCUMENT INELIGIBLE EROC AND ANSWER ENIRF QUESTIONS--