



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

EPICCS CALL GUIDE and WORKSHEET FOR CENTERS

This call guide is to be used by EPICCS recruiters when recruiting Centers. 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 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	
Step 3: Recruitment-Gaining 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	

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 30 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 4: Center Enrollment Questions			
Center Enrollment Questions	D-7	<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-8	N/A	
Make EROC Entries for Each Contact	N/A	<input type="checkbox"/> Yes <input type="checkbox"/> No	

B. CENTERS

Important Notes for Recruiters:

1. The outcome/findings from every call must be documented in an 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 RESPONSES. QUESTIONS WILL ESTABLISH CENTERS THAT ARE DIFFICULT TO RECRUIT, OR REQUIRE UNIQUE RECRUITING APPROACH.ASK FOR SUGGESTIONS TO IMPROVE RECRUITMENT SUCCESS.

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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..... 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.

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>

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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

C1. As the materials in the package outline, I am calling you to discuss how to best gather the administrative information needed for the study, characteristics important for efficient on-site visits to your childcare center, 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 location is needed, we may set a date and time convenient to you. 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 C2**

>IF NO QUESTIONS..... **GO TO C2**

C2. Do you have any questions about your participation in the study?

>IF AGREEMENT IS OBTAINED/IMPLIED **GO TO C3**

>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 C3) OR 2) PARTICIPANT OBJECTS TO PARTICIPATE (GO TO END CALL SCRIPT#2).**

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

C3. Now I would like to confirm details in our records about your center to ensure that you are eligible to participate in the study. Please confirm that your center is still in operation and is participating in the Child and Adult Care Food Program (CACFP).

>IF YES STILL IN OPERATION..... **GO TO C4**

>IF NO LONGER IN OPERATION **GO TO END CALL SCRIPT#3**

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C4. Does your center 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 **C5**.

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

C5. Now that we have confirmed your center’s eligibility, do you have any questions?

>IF YES..... ANSWER QUESTIONS AND CONTINUE TO **C6**

>IF NO QUESTIONS..... GO TO **C6**

C6. Now I would like to confirm specific details in our records about your center.

GO TO STEP 4: COMPLETE ENROLLMENT QUESTIONS

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STEP 4: CENTER ENROLLMENT QUESTIONS

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

A: CHILDCARE CENTER

Center 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 Center ID by entering the center ID with check digit embedded.
- The name of the center should appear as a second level verification.

FOR ICCC ONLY: ALTERNATIVE C7. QUESTION -

IS THE CHILDCARE CENTER LOCATED AT THE SAME ADDRESS AS YOUR ADMINISTRATIVE OFFICE?

>YES..... RECORD SPONSOR ADDRESS AS CENTER ADDRESS
PROCEED TO **C8**

>NO.....

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

C7. Our records have this contact information for your 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]

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C8. In addition to operating a preschool child care and/or a head start program, does your center also provide the following programs at the center:

Early Head Start?	YES	NO
At risk program?	YES	NO
Outside of school hours child care?	YES	NO
Emergency shelter?	YES	NO

C9. Do you have any comments or suggestions regarding data collection at your center?

NO..... 1
YES..... 2
[ENTER COMMENTS]

GO TO STEP 5: END CALL SCRIPTS

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--