

Attachment N
Follow-Up Telephone Script

Good morning/afternoon. I am calling from Avar Consulting on behalf of the U.S. Department of Agriculture, Food and Nutrition Service. We are conducting a survey to collect information on how States use computer matching strategies to reduce recipient fraud, payment errors, and administrative burden. We're calling today to follow up and see if you have any questions about the materials we emailed to you. Do you have any questions about the survey or about your web login information?

IF YES: ANSWER ANY QUESTIONS SNAP ADMINISTRATORS MAY HAVE, THEN PROVIDE WEB ADDRESS AND LOGIN INFO.

IF NO: Would you like me to PROVIDE the WEB ADDRESS AND LOGIN INFO?

THEN ASK: Would you prefer to answer the survey questions over the phone instead of filling out the survey online?

IF YES: I would be happy to help you with that. Would you like to do that now or schedule another time?

IF NOW: READ THE SURVEY ITEMS TO THE RESPONDENT. RECORD ANSWERS DIRECTLY IN THE WEB SURVEY, USING THE RESPONDENT'S PIN.

IF RESPONDENT PREFERS TO SCHEDULE TELEPHONE SURVEY AT ANOTHER TIME: Agree on date and time, record respondent's telephone number, and call back at the designated time.

IF NO: That's fine. If you change your mind, please let us know.

We appreciate your participation in this important study. If you have questions or concerns about this study, you may contact Cynthia Prince, the study director, by email at cprince@avarconsulting.com or by telephone at 301-977-6553, ext. 223.

According to the Paperwork Reduction Act of 1995, no persons are 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-NEW. The time required to read this telephone script is estimated to average 0.0167 hours. Send comments regarding this burden estimate to the Office of Policy Support, Food and Nutrition Service, USDA, 3101 Park Center Drive, Room 1014, Alexandria, VA 22302.