

INITIAL CONTACT

Hello, my name is [YOUR NAME]. I'm calling from 2M Research for the USDA Food and Nutrition Service to follow up on the WIC Child Retention Survey that was sent to [CLINIC-LEVEL RESPONDENT'S NAME]. Would that be you?

(IF SPEAKING TO THE CLINIC-LEVEL RESPONDENT ON INITIAL CONTACT, GO TO B1.)

(IF SPEAKING TO SOMEONE ELSE, SAY:) Is there a direct line to reach him/her, or could you please transfer me to (CLINIC-LEVEL RESPONDENT'S NAME)?

(IF YES TO DIRECT LINE, RECORD NUMBER IN SPACE BELOW AND ENTER THIS NUMBER IN THE MESSAGE FIELD AT THE END OF THE CALL)

Phone: _____

(IF YES TO BEING TRANSFERRED, GO TO B1)

If person on the phone transfers you to voicemail: (GO TO D. VOICEMAIL SCRIPT)

(IF THERE IS NO DIRECT LINE/CANNOT BE TRANSFERRED, THEN ASK TO LEAVE A MESSAGE WITH PERSON WHO ANSWERED PHONE AND GO TO A)

A. CLINIC-LEVEL RESPONDENT NOT AVAILABLE

(IF SPEAKING TO A PERSON WHO IS NOT THE CLINIC-LEVEL RESPONDENT): We recently received a completed WIC Child Retention Study Survey from [CLINIC-LEVEL RESPONDENT'S NAME]. We are calling to request more information on a section of the survey. (GO TO A1)

A1. LEAVE A MESSAGE

Would you please leave a message for [CLINIC-LEVEL RESPONDENT'S NAME] mentioning that [YOUR NAME] called from 2M Research to follow up on the WIC Child Retention Study Survey? When is a good time to call back? If [CLINIC-LEVEL RESPONDENT'S NAME] prefers, she/he can reach me toll-free at 1-877-440-0050 between the hours of 9:00 a.m. and 4:00 p.m. Eastern Time, Monday through Friday. (END OF CALL)

Callback Date/Time:

If person on the phone transfers you to voicemail: (GO TO D. VOICEMAIL SCRIPT)

B. SCRIPT FOR WHEN CLINIC-LEVEL RESPONDENT IS ON THE PHONE:

B1. If Speaking to CLINIC-LEVEL RESPONDENT on Initial Contact

Thank you for completing the **WIC Child Retention Survey**. We would like to request clarification for your survey response(s). Do you have a moment to answer right now?

YES (GO TO B2)

NO (GO TO B3. CLINIC-LEVEL RESPONDENT Not Available)

B2. Request Clarification

I would like to get more information on your response(s) to **[number of responses]** question(s).

The (first) question reads as follows:

[INSERT SURVEY QUESTION AND RESPONSE] (GO TO B2b. IF PROBING IS NECESSARY)

B2a. Thank CLINIC-LEVEL RESPONDENT for Clarification

Thank you for the additional information. (Go to B2b. IF PROBING IS NECESSARY) (GO TO C. Thank you and Closing Statement)

B2b. PROBE

Could you please provide more information as to how you arrived at your response?

(DOCUMENT NOTES ON SURVEY QUESTION AND WHEN FINISHED GO TO C)

(CONTINUE TO REQUEST CLARIFICATION; IF NECESSARY, GO TO B2c)

B2c. Request Clarification - Continued

The next question for which we need more information reads as follows

[INSERT SURVEY QUESTION AND RESPONSE] (Repeat B2a-B2c, as needed) (GO TO C. Thank you and Closing Statement)

B3. CLINIC-LEVEL RESPONDENT Not Available

When is a good time to call back?

Callback Date/Time:

Thank you so much again for your time and contribution to this study. (END OF CALL)

C. Thank You and Closing Statement

Thank you so much for completing the WIC Child Retention Survey and for providing us with further clarification on your responses. If you have any more questions or would like to reach out to the Study Team, you can do so by phone at **1-877-440-0050** (toll-free) between the hours of 9:00 a.m. and 4:00 p.m. Eastern Time Monday through Friday or by email at (SPELL OUT THE EMAIL ADDRESS) usdawicretention@2mresearch.com.

Again, thank you for your time and contribution to this study. (END OF CALL)

D. Voicemail Script

Hello, my name is **[YOUR NAME]**, and I'm calling from 2M Research to speak with **[CLINIC-LEVEL RESPONDENT]** about the WIC Child Retention Survey that was recently completed by **[CLINIC-LEVEL**

RESPONDENT]. I'm calling to clarify a response from your survey, so we can make sure we understand the information correctly. Please return our call by calling the Study Team at **1-877-440-0050 (toll-free)** or by emailing us at **(SPELL OUT THE EMAIL ADDRESS) usdawicretention@2mresearch.com**. Someone will be available during normal business hours (9:00 a.m. to 4:00 p.m. Eastern Time, Monday through Friday) to take your call. If you call outside of these hours, please leave a message, and we will return your call the following business day. Thank you. **(END OF CALL)**

This information is being collected to assist the Food and Nutrition Service in understanding why children ages 1 to 4 years leave the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC). This is a voluntary collection and FNS will use the information to better understand Local Agency strategies related to improving child retention in the WIC Program. This collection does not request any personally identifiable information under the Privacy Act of 1974. 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 0584-0613. The time required to complete this information collection is estimated to average 0.12 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to U.S. Department of Agriculture, Food and Nutrition Service, Office of Policy Support, 1320 Braddock Place, Room 555, Alexandria, VA 22314 ATTN: PRA (0584-0613). Do not return the completed form to this address.