



OMB Control No: 0584-XXXX
Expiration Date: XX/XX/20XX

Appendix E7. Telephone Script to Request Roster from Closed Sites

Hello. May I speak with <SITE SUPERVISOR NAME>?

Hello, this is <NAME> calling from Westat, about the U.S. Department of Agriculture's *Summer Meals Study*. As you may remember, the *Summer Meals Study* will help us to better understand who participates in Summer Meal Programs —the Summer Food Service Program and Seamless Summer Option--and how we could better meet the nutritional needs of children. The study will ask about how satisfied participants are with the programs, and why some families and their children do not participate in summer meals. We will also collect information on how the meals are served, where they are served, and how healthy the summer meals are

We recently emailed you a request to provide the roster of children attending the summer meals program at <SITE NAME>. We are calling because we have not yet received the roster from you and we need it soon to continue the study at your site.

We will use the roster to mail surveys to some of the children's parents/caregivers. If you do not have mailing addresses, please let us know. We will mail you surveys that you can give to a few of the children at your program to take home to their parents/caregivers. Getting information from caregivers and their children is important to understanding how we can best meet their needs.

Are you able to send us the roster today or tomorrow?

- YES → Thank you so much. As a reminder, we are asking that the roster include the first and last name of each child, the mailing address of the child's caregiver, and email and/or phone number for the child's caregiver. If you do not have all of this information, we would like you to send the list of all children, at a minimum.

Do you need the FTP secure site or mailing instructions to send the roster to us?

YES → [PROVIDE SECURE FTP SITE/MAILING INSTRUCTIONS WITH CERTIFIED MAIL ENVELOPE] Thank you again. We look forward to receiving your roster today or tomorrow. If you have any questions, please email us at SUMS@westat.com or call 1-800-XXX-XXXX.

NO → Thank you again. We look forward to receiving your roster today or tomorrow. If you have any questions, please email us at SUMS@westat.com or call 1-800-XXX-XXXX.

- NO → Would you prefer to provide me the roster over the phone, now?

Public reporting burden for this collection of information is estimated to average 3 minutes 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. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. 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 Services, Office of Policy Support, 3101 Park Center Drive, Room 1014, Alexandria, VA 22302 ATTN: PRA (0584-xxxx*). Do not return the completed form to this address.

YES→Thank you. I am happy to record the information you have. [RECORD ROSTER]
Thank you so much for your cooperation in providing the roster. We will be in touch shortly on next steps for the study. We really appreciate your time today. END.

NO→OK. When will you be able to send the roster? [RECORD DATE]

[IF SOON/WITHIN A WEEK] We really appreciate your help in this study and look forward to receiving the roster very soon. It is an important part of the study that will allow us to get input from caregivers and their children. If you have any questions please email us at SUMS@westat.com or call 1-800-XXX-XXXX. END.

[IF LONGER THAN ONE WEEK/LIST NOT COMPLETED/NO ADDRESSES] Ok. As an alternative, we will mail you surveys and ask that you give them to a few children at your program to take home to their caregivers. We will mail you a package containing envelopes with a letter and paper copy of the survey for the caregiver and child to complete. There will also be a link to a website and a PIN to enter if they prefer to do the survey online. The surveys will have questions for both the caregiver and the child who attends the summer program. Caregivers will get \$10 in cash after completing the survey to thank them for their time and input. Is that OK? [RECORD YES/NO]. We really appreciate your help in this study. If you have any questions please email us at SUMS@westat.com or call 1-800-xxx-xxxx. Thank you. END.

NO (REFUSAL) → COMPLETE NON-INTERVIEW REPORT FORM TO DOCUMENT STRENGTH OF REFUSAL (MILD/FIRM/HOSTILE) AND REASONS FOR REFUSAL.) We appreciate your time today. Thank you. END.