

Appendix F11. Telephone Script to Complete Site Menu Follow-Up Report

Hello, May I speak with <NAME OF SPONSOR/SITE SUPERVISOR>?

IF AVAILABLE:

Hello. This is <NAME> calling from Westat, with regard to the U.S. Department of Agriculture's *Summer Meals Study*. We recently sent you a Site Menu Follow-Up Report asking you to give us some missing details for menus for the week of [XX/XX/XXXX] at [NAME OF SITE]. Our records indicate that you have not submitted the report as of today, and we would like to get this information from you now, over the phone. It will take about 30 minutes. If you prefer, you may submit the report via email, the FTP site, fax or U.S. mail.

Are you able to complete the site menus with me over the phone now?

- Yes → Thank you.

I want to remind you that your participation in this study is completely voluntary; however, the law governing the Summer Meal Programs requires *organizations* participating in the programs to cooperate in studies such as the *Summer Meals Study*. Your responses will improve our understanding of the meals and snacks served in the programs. Please know that your responses will be kept private as required by law and will not be shared with anyone not involved with conducting the study. Neither your name nor any other information about your identity will be used in any reports. The information you provide will be combined with information from everyone who participates in the study. You may skip any question that you prefer not to answer. If you decide not to participate, there will be no penalty.

Before we begin, do you have any questions?

- YES 1 → ANSWER QUESTIONS.
- NO 2 → IF NO, COLLECT MENU DETAILS.

[COLLECT SITE MENU FOLLOW-UP REPORT INFORMATION] END.

- No → Would you prefer to submit the information electronically or by mail?

[IF YES] Thank you. You can do so by email, the FTP site, fax or U.S. mail. I can provide you any of this information if you need it. [PROVIDE PIN, EMAIL, ETC AS NEEDED].

How do you prefer to send us your site menu follow-up report?

- Email
- FTP site
- Fax
- U.S. mail

Public reporting burden for this collection of information is estimated to average 5 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.

Please submit your report at your earliest possible convenience. END.

[IF NO] Ok. When would be a good time for me to call you back? [RECORD TIME OR RECORD REFUSAL] Thank you. END.

- IF NOT A GOOD TIME, When would be a good time for me to call you back? [RECORD TIME] Thank you. We will call you back then. If you like, you can always decide to submit the information electronically. Thank you again for your support of the Summer Meals Study. END.
- IF 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