

APPENDIX C18.a

**TELEPHONE REMINDER FOR SCHEDULED DENIED APPLICANT SURVEY -
ENGLISH**

Instructions to reviewers:

In the text below, ALL CAPS signifies a potential response, skip patterns, or instructions to the FI. Unless noted otherwise, FIs do not read aloud text that appears in ALL CAPS.

- If the sampled applicant's WIC category was pregnant, breastfeeding, or postpartum woman: RESPONDENT = the sampled WIC applicant
- If the sampled applicant's WIC category was infant or child: RESPONDENT = the parent, legal guardian who applied for WIC on infant/child's behalf

Phone Reminder for Scheduled Denied WIC Applicant Survey

SC1. Hi, may I please speak to **[RESPONDENT]**?

- 1 SPEAKING TO RESPONDENT [GO TO A1]
- 2 NOT A GOOD TIME.....[SCHEDULE CALLBACK]
- 3 RESPONDENT UNAVAILABLE...[GO TO SC5]
- 4 NO SUCH PERSON.....[GO TO SC4a]
- 5 NOT SPEAKING TO RESPONDENT, BUT QUESTION ABOUT PURPOSE OF CALL
.....[GO TO SC1a]
- 6 NO LONGER AT THIS PHONE NUMBER[UPDATE PHONE NUMBER]
- 8 (VOL) DON'T KNOW [THANK AND END. DISPO AS SOFT REFUSAL]
- 9 (VOL) REFUSED [THANK AND END. DISPO AS HARD REFUSAL]

SC1a. I'm calling from 2M Research Services on behalf of the United States Department of Agriculture, Food and Nutrition Service. Is **[RESPONDENT]** available?

- RESPONDENT UNAVAILABLE.....[GO TO SC5]
- NOT SPEAKING TO RESPONDENT, BUT QUESTION ABOUT PURPOSE OF CALL
.....[GO TO SC1b]

SC1b. IF ADDITIONAL QUESTIONS: For privacy reasons, we are not allowed to discuss this with anyone other than **[RESPONDENT]**.”

SC4a. It is important that I speak directly to **[RESPONDENT]**. Do you know how I can reach her?

- 1 YES [RECORD NEW PHONE, SCHEDULE CALLBACK]
- 2 NO [S/O WRONG NUMBER]
- 8 DON'T KNOW [S/O WRONG NUMBER]
- 9 REFUSED [S/O WRONG NUMBER]

SC5. It is important that I speak directly to **[RESPONDENT]**. Do you know when she will be home?

- 1 YES [SCHEDULE CALLBACK]
- 2 NO [GO TO T1. DISPO AS CALLBACK]
- 8 DON'T KNOW [GO TO T1. DISPO AS CALLBACK]
- 9 REFUSED [GO TO T1. DISPO AS CALLBACK]

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 6 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. 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.

T1. Thank you for your time. I will try calling back at another time. **[DISPO AS CALLBACK]**

A1. I'm calling to confirm our appointment on **[DAY OF WEEK], [MONTH] [DATE]** at **XX:XX AM/PM** to conduct a survey **[IF WIC PARTICIPANT:** for the National Survey of WIC Participants study]/ **[IF DENIED APPLICANT:** of WIC applicants who were turned down]. Is that still a good time?

- 1 YES **[A2]**
- 2 NO **[A3]**
- 8 DON'T KNOW **[GO TO T1. DISPO AS CALLBACK]**
- 9 REFUSED **[GO TO T1. DISPO AS CALLBACK]**

A2. Great. Remember that I will ask to see some ID and something showing your address from **[MONTH OF APP_DATE]** when you applied for WIC; I'll also ask to see paystubs, bank statements, and other income documents from **[MONTH OF APP_DATE]** for members of your family. And if you or someone in your family participates in SNAP (food stamps), **[STATE NAME OF MEDICAID PROGRAM(S)]**, or TANF (welfare), we would like to see a "Notice of Eligibility" or letter "About Your Benefits" showing the dates when they were eligible. Do you have any questions about the interview?

- 1 YES **[LISTEN TO respondent's questions/concerns. ADDRESS: any issues respondent brings up with FAQ]**
- 2 NO **[GO TO A6]**

A3. Ok, let's see if we can reschedule. Would you prefer a weekday or weekend time, and are mornings, afternoons, or evenings best for your schedule?

- 1 NO GOOD TIMES THIS WEEK OR NEXT WEEK.....**[GO TO A4a]**
- 2 RESPONDENT PROVIDES PREFERENCES **[MARK POSSIBLE DAYS/TIMES BELOW. USE TIMES BEST FOR PARTICIPANT/APPLICANT TO PROPOSE APPOINTMENT DATE AND TIME AND GO TO A4]**

	Weekday					Weekend	
	M	T	W	Th	Fr	Sat	Sun
Mornings (7am to 12pm)							
Afternoon 12 to 4pm							
Evenings (4 to 8pm)							

A4. How does **[DATE/TIME]** work for you?

- 1 WORKS WELL.....**[GO TO A5]**
- 2 NOT GOOD TIME.....**[REPEAT]**

A4a. How would a later date work? We can schedule the interview in the next 3-4 weeks instead if that would be easier for you.

- 1 YES.....[GO TO A5]
- 8 DON'T KNOW YET.....[SUGGEST CALL BACK]
- 9 NO INTEREST IN INTERVIEW.....[THANK-DISPO AS HARD REFUSAL WRAP-UP 2]

A5. Ok, let me confirm everything: we'll now conduct the survey on [APPOINTMENT DATE, TIME] at [ADDRESS]. I'm looking forward to seeing you then. Please call or text me at XXX-XXX-XXXX if you need to reschedule.

A6. I'm looking forward to seeing you on [APPOINTMENT DATE]. Please call or text me at XXX-XXX-XXXX if you need to reschedule.

Telephone Script for Leaving Reminder Messages for Scheduled Denied WIC Applicant Survey

[ON AN ANSWERING DEVICE]

LM1. Hi. This is [INTERVIEWER NAME] with Capital Consulting. I am calling to confirm our appointment with you on [DAY OF WEEK], [MONTH] [DATE] at XX:XX to take a survey. Remember that I'll ask to see ID and something with your address; I'll also ask you to show me paystubs or other income documents for you and your family members. If you need to reschedule, please call or send me a text message at XXX-XXX-XXXX. That's XXX-XXX-XXXX. Thank you.