

**APPENDIX D4**

**CERTIFICATION END DATE VERIFICATION REMINDER TELEPHONE SCRIPT**

**Instructions to reviewers:** Interviewers will use this script to collect information on expired certification end dates from local agency directors and/or staff when comparison of State-wide participant and redemption data suggest possible expired certification error (i.e., instances in which a WIC participant redeemed a food instrument with a “first date of use” that was later than that participant’s certification end date.

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

**Screening**

Q1. Hello, my name is [INTERVIEWER NAME] and I'm working with Capital Consulting Corporation, a company that does research studies in health and human services. I'm calling on behalf of the U.S. Department of Agriculture Food and Nutrition Service to follow up on an email that was recently sent to [NAME]. Is this [NAME]?

- 1 SPEAKING TO RESPONDENT..... [GO TO Q3]
- 2 NOT SPEAKING TO RESPONDENT.....[GO TO Q2]
- 3 NOT A GOOD TIME .....[SCHEDULE CALLBACK]
- 5 NO SUCH PERSON.....[S/O WRONG NUMBER]
- 7 NO LONGER AT THIS PHONE NUMBER .....[UPDATE PHONE NUMBER]
- 8 (VOL) DON'T KNOW .....
- 9 (VOL) REFUSED .....

Q2. Is there a direct line on which to reach him/her? Is he/she available?

- 1 OFFERS DIRECT PHONE NUMBER..... [UPDATE CONTACT INFORMATION]
- 2 YES, AVAILABLE.....[GO TO Q4]
- 3 NOT AVAILABLE.....[GO TO LM1]
- 4 (VOL) DON'T KNOW .....
- 5 (VOL) REFUSED .....

Q3. The email was about "The Third National Survey of WIC Participants," a study we are conducting for the Food and Nutrition Service at the USDA. We sent this email to [NAME] on [DATE] notifying you that we need to verify the certification end dates for [NUMBER] WIC participants. It may take you several minutes to locate these participant's certification end dates. Is now a good time for you to confirm these dates with me?

- 1 YES, GO AHEAD.....[GO TO Q4]
- 2 NO, WANTS ID NUMBERS AND WILL CALL BACK... [GO TO Q4 THEN  
SCHEDULE CALLBACK]
- 3 NO, RESCHEDULE ..... [SCHEDULE CALLBACK]

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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 35 minutes (0.58 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 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.

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Q4. Okay, great! Thank you for providing us with this information. I have a list of the [NUMBER] participant IDs that I will read to you now. The participants that I have on my list include:

[PARTICIPANT ID NUMBER], [PARTICIPANT ID NUMBER], and [PARTICIPANT ID NUMBER].  
[INTERVIEWER TO REMAIN ON THE PHONE WHILE THE STAFF MEMBER LOOKS UP INFO.] Were you able to find the certification end dates for these participants? Great! Let’s start with the first participant on my list. The PARTICIPANT ID number is [ID NUMBER]. The data I have indicate that this participant’s first name is [FIRST NAME], and that the certification period started on [CERT\_START\_DATE]. [If any confusion, give LAST NAME.] In my data, it looks like this certification period ended on [CERT\_END\_DATE]. Is that the correct date on which this participant’s certification period ended/expired? [UPDATE TABLE AS NEEDED.] [CONTINUE ONE-BY-ONE THROUGH THE LIST.]

- 1 ALL INFORMATION OBTAINED [ENTER IN TABLE; GO TO Q5]
- 2 PARTIAL INFORMATION OBTAINED.....[ENTER IN TABLE; SCHEDULE FOLLOW-UP CALL]
- 3 NO INFORMATION OBTAINED.....[SCHEDULE CALLBACK]

[PREFILL TABLE WITH PART\_ID, HH\_ID, CERT\_DATE, AND CERT\_EXP]

PART_ID	HH_ID	CERT_CAT	CERT_DATE	CERT_EXP	Updated CERT_EXP date

Q5. Thank you again for your time. Your participation is important to the success of this study so we really appreciate it! If you have any questions for us after this call, please free to contact us at [PHONE NUMBER] or by email at [EMAIL].

**SPECIAL CIRCUMSTANCES**

**[IF ANY ADVERSE EVENTS COME UP DURING PHONE CALL, FIS WILL BE TRAINED TO SKIP TO THIS TEXT IMMEDIATELY.]**

**EMERGENCY**

I am sorry to catch you at a bad time. I'll try again later. Thank you. **[END PHONE CALL. INTERVIEWER: FILL OUT ADVERSE EVENT FORM.]**

**Telephone Script for Leaving Messages**

LM1. [WITH A PERSON] My name is [INTERVIEWER NAME] and I'm working with Capital Consulting Corporation, a company that does research studies in health and human services. I am calling about a survey we are conducting on behalf of the U.S. Department of Agriculture Food and Nutrition Service. The study is called, "The Third National Survey of WIC Participants." We sent an email to [NAME] on [DATE] requesting some information on certification end dates. Please have [NAME] contact us at [PHONE NUMBER] or by email at [EMAIL]. Thank you.

LM2. [ON AN ANSWERING DEVICE] Hello, my name is [INTERVIEWER NAME] and I'm working with Capital Consulting Corporation, a company that does research studies in health and human services. I am calling about a survey we are conducting on behalf of the U.S. Department of Agriculture Food and Nutrition Service. The study is called, "The Third National Survey of WIC Participants." We sent an email to you on [DATE] requesting some information on certification end dates. Please contact us at [PHONE NUMBER] or by email at [EMAIL]. Thank you.