

Attachment D.3 Phone Interview Recruitment Script: Elderly Participant Perspectives

Hello/Confirm Respondent Name and Number

Hello, is [intended respondent name] there?

<if YES, intended respondent> Proceed to Introduction.

<if YES, not intended respondent> May I please speak with him/her?

- Once intended respondent is on the line, proceed to Introduction.

<if NO> Could you tell me how I may reach him/her?

- Ask whether the number dialed is the best number to use to reach the intended respondent. If not, request the appropriate phone number and suggested times to call the intended respondent. Leave a name and phone number at which the respondent may return the call. Thank the person answering the phone and end the call.
- If the person answering the phone says you have the wrong number, respond that you were given this number for [intended respondent name] and ask whether they know [intended respondent].
 - o <if YES> Follow instructions in the previous bullet.
 - o <if NO> Thank them and end the call.

Introduction

Hello. My name is _____ and I work for a company called SPR. We are working on a study for the U.S. Department of Agriculture about food assistance programs for people age 60 and over. As part of this study, we are talking with people age 60 and older about their personal experiences with food assistance programs. We would like to know if you are willing to participate in this study.

This would involve speaking with us in person for about 45 minutes. We will be in your area in about two weeks. We could either come to your home or meet you somewhere nearby that you feel comfortable with. If you do decide to participate, we will give you a \$20 gift card as a sign of our appreciation. Your participation is voluntary, and you can change your mind at any time. Are you interested?

<if NO> If the respondent cites particular concerns, listen and respond to each in turn, using the FAQ sheet as a guide. Ask them if you can give them more information about the study before they make a decision. Remind them again about the importance of the study to helping older adults get enough to eat and about the gift card incentive.

Public reporting burden for this collection of information is estimated to average 18 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.

<if YES or more information> Thank you for your interest! *Proceed to Further Information.*

<if NO> *Thank them and end the call.*

<if YES> Great, thank you for your interest! I'd like to see if you are eligible and tell you a bit more about the study. Before I do that, do you have any questions or concerns?

<if YES> OK, what are your questions? *If the respondent cites particular concerns, listen and respond to each in turn, using the FAQ sheet as a guide. Ask them if you can give them more information about the study before they make a decision - if so, refer to the Further Information section. Remind them about the importance of the study to helping older adults get enough to eat and about the gift card incentive.*

<if NO or after answering questions> OK, before we proceed, can I ask you a few questions to see if you will be eligible to participate? *Proceed to Screening Questions*

Screening Questions

I would like to ask a few questions to figure out if you are eligible to participate in the study. Your responses will not be shared with anyone outside of our research team, except as otherwise required by law. Also, we will never use your name or otherwise identify you in a public report. We also want you to know that your answers to these questions will not affect any benefits you receive from the government, because they will not be shared with the government – they are just for us to figure out if you are eligible.

Is it OK to ask you some questions?

<if YES> *Proceed to Q1.*

<if NO> *If the respondent declines and expresses specific concerns, listen closely to these concerns and respond to each one in turn. Remind the respondent that you are just hoping to ask a few brief questions to see if they may be eligible to participate in an interview, and that the responses will be kept private. Following clarification:*

<if AGREES> *Proceed to Q1.*

<if DECLINES> *Provide a point of contact for the respondent to learn more about the study. Leave your name and phone number (or that of the appropriate contact) in case the respondent changes their mind. Thank them and end the call.*

1. First, which of the following categories best describes your age?

- Under 60
- 60- 64
- 65 - 69
- 70 - 74
- 75- 79
- 80 or over

- if under 60 > *Thank respondent for their time, explain that the study focuses only on those 60 or older, and end the call.*
- 2. Are you currently receiving any benefits from the [local SNAP name], formerly known as Food Stamps?
<if YES> *Proceed to Q4.*
<if NO> *Proceed to Q3.*
- 3. Have you ever received any benefits from [local SNAP name] since you turned 60 years old?
- 4. How many people are in your household? We think of a household as people who live together, buy food as a group, and prepare meals as a group.
- 5. Is your monthly income over \$3,000?

<if NO> OK, which of the following categories best describes your household monthly income?

- Less than \$1,000
- \$1,001 - 1,500
- \$1501 - 1,999
- \$2,000 - 2,999
- \$3,000 or more

<if YES>, *Thank respondent for their time and end the call.*

- *Based on the responses to questions 4 and 5:*
 - o *if in SNAP eligible income bracket, proceed to Invitation and Scheduling*
 - o *if NOT in SNAP eligible income bracket, thank respondent for their time and end the call.*

Further Information

OK, thank you for answering all of my questions. We would like to speak with you in person and learn more about your experiences. Now I can tell you a little bit more about the study, if you are interested, or if you feel like you know enough we can plan where and when to meet. Would you like to know more about the study?

<if YES> OK, this study is taking place in 10 States and it is sponsored by the U.S. Department of Agriculture Food and Nutrition Service. It focuses on the Supplemental Nutrition Assistance Program (SNAP), which is formerly known as the Food Stamp Program, or as [local SNAP name]. We are interested in learning about the experiences of people age 60 or older with [local SNAP name]. We are hoping to learn more about how people over 60 access food when they need it, what their opinions of SNAP are, and what makes it easier or more difficult for people to

participate in [*local SNAP name*]. We are also interested in learning how and why older adults decide to use [*local SNAP name*], and what people find most helpful about the program.

As I mentioned, I work for a company called SPR in Oakland, CA. I am not from the [*local SNAP office name*] or from any local organization that you may have already spoken with about [*local SNAP name*]. I also want to let you know that we do our best to keep any personal information that you share with us private. We hope to talk with 200 people, and all of the information that you share with us will be gathered together with information from others, and we will remove all information that could be used to identify you. Then we will produce a final report that discusses our findings for the Department of Agriculture and we expect that it will be released to the public so that your voices can be heard.

<if NO> *proceed to Invitation and Scheduling*

Invitation and Scheduling

OK, so let's talk a little about logistics. I would like to try to find a place and time that would work best for you. As I said, we are going to be in [*location*] the week of [*Month/days*], which is in about two weeks and we are happy to meet you wherever you feel most comfortable.

Would you prefer to meet in your home or at [*nearby CBO/senior center/library/other*]?

- <if HOME > Could you please tell me your home address so that we can find our way to your house?
- <if CBO/Other > Please make sure that if you need glasses that you have them with you. There may be some materials that you will have to read and/or look at. Also, if you use hearing aids, be sure to bring them with you.

We are hoping to meet you on [*suggested date(s)*] for the interview and could speak with you during [*available times*]. We will need 45 minutes of your time. What time would work best for you?

- <if not available during suggested times > Is there another day or time that could work for you? We want to do our best to work around your schedule.
- <if not available during site visit> Thank you for taking the time to speak with me today. We unfortunately will only be in your area for a few days and will not be able to meet you in person. I will be sure to destroy any personal information I have collected about you today. If you have any questions for me or would like to learn more about the study, feel free to contact us at any time at [*contact information*]. *End call.*
- <if a day and time is chosen> That sounds great. Before we wrap up, I would like to make sure that I have the correct spelling of your name. I would also like to confirm the best phone number to use to check in with you before our interview. I will give you a call a few days before the interview to check in and make sure you are still available.

FIRST AND LAST NAME: _____

PHONE: _____

I would like to review the interview details with you to make sure I have the correct information:

- Our interview will be on *[date]* at *[time]*.
- The interview will be at *[respondent home or CBO/senior center/other]* which is located at *[address]*.
- I will give you a call to check in with you about the interview on *[reminder date]* at *[respondent phone number]*.

Thank you for taking the time to speak with me today. We look forward to meeting you on *[interview date and time]* and learning about your experience with *[local SNAP name]*. Please feel free to call us anytime with questions in the meantime. My contact information is *[contact information]*. Have a great rest of your day! Goodbye.