

APPENDIX B-13

PRINCIPAL RECRUITING TELEPHONE SCRIPT

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PRINCIPAL RECRUITING TELEPHONE SCRIPT

Note: The burden associated with gathering and submitting the requested documents is included in the disclosure statement on Appendix D.

OMB Control No.: 0584-0606
Expiration Date: 03/31/2019

Hello, my name is [Recruiter Name]. I'm calling from Insight Policy Research to follow up on correspondence I sent you about a new U.S. Department of Agriculture, Food and Nutrition Service study in which your school was selected to participate. The study is looking at the cost of producing reimbursable school meals in [Puerto Rico/the U.S. Virgin Islands]. I am calling to ask if any school staff work on food service activities but are paid from a non-food service account, and if so, to schedule a face-to-face interview with you. I can also answer any questions that you may have about the study. May I please speak with [Principal Name]?

If asked for more details:

The U.S. Department of Agriculture, Food and Nutrition Service has contracted with Mathematica Policy Research and its partner, Insight Policy Research, to conduct the Outlying Areas Cost Study Feasibility Reassessment. The purpose of the reassessment is to determine the extent of information available about the costs of reimbursable meals for the National School Lunch Program and School Breakfast Program, and update information gathered in 2018. Reimbursement rates for school meals sold in the contiguous 48 States and the District of Columbia are assessed periodically using a rigorous cost study methodology applied to a sample of public school food authorities (SFAs) and schools. That cost study methodology has never been applied in outlying areas, including Puerto Rico and the U.S. Virgin Islands. This study is important because an accurate assessment of meal costs could help adjust per-meal reimbursement rates in [Puerto Rico/the U.S. Virgin Islands]. Your SFA director, [SFA Director Name], has already agreed to participate. The study is not an audit. I am calling today to confirm a time for the interview with your school's principal.

If the principal is not available:

May I leave [Mr./Ms. Principal Last Name] a voicemail now, and could you please tell me when it would be a good time to reach him/her? Also, may I have your name please? [COLLECT INFORMATION AND LEAVE MESSAGE.]

CALLBACK DATE AND TIME: _____

NAME: _____

VOICEMAIL MESSAGE: [Mr./Ms. Principal Last Name], my name is [Recruiter Name]. I'm calling from Insight Policy Research to follow up on correspondence I sent you about a U.S. Department of Agriculture, Food and Nutrition Service study in which your school was selected to participate. I'd like to speak with you to confirm some information about your school and possibly schedule a face-to-face interview with you. I can also answer any questions you may have. I can be reached at [Email] or [Telephone Number]. Thank you.

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 0584-0606. The time required to complete this information collection is estimated to average 10 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 Service, Office of Policy Support, 3101 Park Center Drive, Room 1014, Alexandria, VA 22302, ATTN: PRA (0584-0606). Do not return the completed form to this address.

If speaking with the principal:

I'm calling to follow up on my recent email about the Outlying Areas Cost Study Feasibility Reassessment, which we're conducting on behalf of the U.S. Department of Agriculture, Food and Nutrition Service.

- **DETERMINE IF INTERVIEW IS NEEDED:** Do any of the staff working in your school, but not part of the food service department, do any work in support of the food service program in your school? Food service activities can include cleaning food service areas and other custodial services; supervising students during meals; ordering, storing, and transporting food; or other food service administrative activities.

- Yes
- No

Are any wages or benefits of school food service staff paid out of the school district account rather than the food service account?

- Yes
- No

- **IF NO TO BOTH QUESTIONS, END CALL:** Based on this information about your school, we do not need to proceed with an interview. Thank you very much for your time. [END CALL.]
- **IF YES TO EITHER QUESTION, SCHEDULE INTERVIEW:** Based on this information about your school, I'd like to proceed with an interview with you during our visit. [SCHEDULE DATE/TIME.]
- **REQUEST DOCUMENTS:** I would like to review any documents you might have by [Date]. That way I can review the documents and tailor some of my questions for you. Which documents are you able to share? [LIST ONLY APPLICABLE ITEMS.]

- Examples of records for school personnel who work on food service activities but are *paid out of the district account rather than the food service account*. These records should show job title, salary, whether the person receives fringe benefits, hours worked, amount of leave time, and amount of time spent on food service activities. Please redact any names, Social Security Numbers, or other personally identifiable information from these records.
- Examples of records for school food service personnel who are *paid out of the district account rather than the food service account*. These records should show job title, salary, whether the person receives fringe benefits, hours worked, amount of leave time, and amount of time spent on food service activities. Please redact any names, Social Security Numbers, or other personally identifiable information from these records.

What is the most convenient way for you to share the documents with me? Would you prefer to post the documents to a secure website, email them to me, fax them to me, or ship them postage-paid via FedEx?

- SharePoint
- Email
- Fax
- FedEx

Again, I'd like to get these documents by [DATE]. You can post/send the documents to the secure website by [PROVIDE INSTRUCTIONS]. I will include these instructions in the visit itinerary too.

Thank you for your help today. I look forward to meeting with you soon.