

Attachment W. SNAP Job Search Participant Interview Call Script

OMB No. 0584-[NEW]

*Job Search as a Supplemental Nutrition Assistance
Program (SNAP) Employment and Training (E&T)
Component*

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SNAP E&T Job Search Participant Interview Call Script

A. Initial Phone Outreach Following Advance Letter

Hello, may I speak with [PARTICIPANT NAME]?

This is [NAME] from Insight Policy Research. I'm calling about a study we're doing for the U.S. Department of Agriculture. We're offering a generic \$30 gift card if you speak with us about the employment and training program you joined through SNAP, also known as Food Stamps. You may have received a letter in the mail in the last week describing the study.

Would you have time right now to complete a 30-minute interview with me over the phone? We will send you a \$30 gift card in the mail after your interview.

IF YES: Great. Are you currently in an employment and training activity through SNAP?

PROCEED TO E&T PARTICIPANT INTERVIEW PROTOCOL IF WE HAVE NOT REACHED THE RECRUITMENT TARGET FOR FORMER/CURRENT PARTICIPANTS. IF WE HAVE REACHED TARGET: I'm sorry, but we can only interview [FORMER/CURRENT] participants at this time. If that changes, I will be in touch to try to schedule an interview with you. Thank you for your time.

IF DECLINES TO PARTICIPATE NOW: Can I go ahead and schedule you for an interview at a later time? When are you available? The interview will last approximately 30 minutes, and we can call you directly.

[CONFIRM DETAILS AND SCHEDULE THE INTERVIEW.]

IF SOMEONE ELSE ANSWERS: Determine if there is a better time or number to call. Ask to leave a message with the individual who answered the phone.

Please let [PARTICIPANT NAME] know that [NAME] from Insight Policy Research called. [PARTICIPANT NAME] may have received a letter last week describing a study that we're doing. If [s/he] participates in a 30-minute phone interview with us, [s/he] would receive a generic \$30 gift card in the mail. If [s/he] is interested, please have [her/him] call us back at 1-800-XXX-XXXX or visit www.calendly.com/snapjobsearch to schedule an interview.

IF NO ANSWER, LEAVE A VOICEMAIL: Hello, this is [NAME] from Insight Policy Research. I'm calling [PARTICIPANT NAME] about a study we're doing for the U.S. Department of Agriculture. We're offering a \$30 gift card if you speak with us by phone about the employment and training program you participated in through SNAP, also known as Food Stamps. You may have received a letter in the mail last week describing the study. After the interview, we will send you a \$30 gift card in the mail.

Please call me back at 1-800-XXX-XXXX to schedule an interview or visit www.calendly.com/snapjobsearch. We look forward to hearing from you soon.

B. Calling Participant Who Scheduled an Interview Online

Hello, may I speak with [PARTICIPANT NAME]?

This is [NAME] from Insight Policy Research. You scheduled an interview with us via an online scheduling tool called Calendly to chat about your experiences with the employment and training program you participated in through SNAP, also known as Food Stamps. Is this still a good time to conduct the 30-minute interview? As a reminder, we will send you a generic \$30 gift card in the mail after your interview.

IF PARTICIPANT SAYS THEY CAN COMPLETE THE INTERVIEW AT THIS TIME: Great. Are you currently in an employment and training activity through SNAP? *PROCEED TO E&T PARTICIPANT INTERVIEW PROTOCOL IF WE HAVE NOT REACHED THE RECRUITMENT TARGET FOR FORMER/CURRENT PARTICIPANTS. IF WE HAVE REACHED TARGET:* I'm sorry, but we can interview only [FORMER/CURRENT] participants at this time. If that changes, I will be in touch to try to schedule an interview with you. Thank you for your time.

IF SOMEONE ELSE ANSWERS: Determine if there is a better time to call and ask to leave a message with the individual who answered the phone.

Please let [PARTICIPANT NAME] know that [NAME] from Insight Policy Research called. [PARTICIPANT NAME] scheduled a 30-minute interview with us online for today at [TIME]. Can you please have [her/him] give us a call back at 1-800-XXX-XXXX or visit www.calendly.com/snapjobsearch to reschedule their interview. As a reminder, we will send [her/him] a generic \$30 gift card in the mail after the interview. Thank you.

If no answer, leave a voice mail: Hello, this is a message for [PARTICIPANT NAME]. This is [NAME] from Insight Policy Research. You scheduled an interview time with us via an online scheduling tool called Calendly at [TIME AND DATE] to discuss your experiences with the employment and training program you joined through SNAP (also known as Food Stamps). I'm sorry I missed you. Please give me a call back at 1-800-XXX-XXXX or visit www.calendly.com/snapjobsearch to reschedule your interview. As a reminder, we will send you a generic \$30 gift card in the mail after your interview. Thank you, and I look forward to hearing from you soon.

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