

Appendix P-1 Telephone follow-up script English

For interviewer: Summarize public burden statement to the respondent before starting survey.

IF INBOUND CALL:

Hello, thank you for calling the U.S. Department of Agriculture's *Survey of SNAP and Work*. My name is <NAME>. How may I help you?

I would like to look up your information in our database. Could you give me your PIN?

[IF PARTICIPANT IS NOT IDENTIFIED BY PIN] I am not able to locate your identification number in our database. Can you provide your first and last name and your complete mailing address?

[IF PARTICIPANT IS NOT IDENTIFIED] I am still not able to locate you in our database. I would like to follow-up on this and call you back. At what number, or email address, can we reach you?

[IF PARTICIPANT IS IDENTIFIED] Thank you.

In case we get disconnected, what phone number are you calling from?

IF OUTBOUND CALL:

Hello, may I speak with <FIRST NAME LAST NAME>?

Hello. This is <NAME> calling from Westat, with regard to the U.S. Department of Agriculture's *Survey of SNAP and Work*. A few weeks ago, we mailed you a letter about the *Survey of SNAP and Work*. Our records indicate that you have not completed the survey as of today. We would like to do the survey with you now, over the phone, or schedule a time to call you back.

BOTH INBOUND AND OUTBOUND CALLS:

The survey includes questions about your current and past employment and takes about 33 minutes to complete. Your responses will provide valuable information about needs of SNAP participants who also work.

As a reminder, if you complete the survey we will send you \$20 in cash as a token of our appreciation. You can use it to offset any expenses such as cellular smartphone airtime or any internet connectivity charges you may incur. If you prefer to complete the survey online, you can do so by logging into the secure study website and using the PIN provided to you to access the survey. [Provide the PIN if the respondent does not have it].

Are you able to complete the survey over the phone now?

- Yes (GO TO PHONE COMPLETION SECTION)
- No → Would you prefer to complete the survey online? (IF YES, GO TO ONLINE SURVEY COMPLETION SECTION.) (IF NO - REFUSAL, COMPLETE NON-INTERVIEW REPORT FORM TO

DOCUMENT STRENGTH OF REFUSAL (MILD/FIRM/HOSTILE) AND REASONS FOR REFUSAL.) We appreciate your time today. Thank you. END

PHONE COMPLETION:

Thank you.

Your participation in this survey is completely voluntary. Please know that your responses will be kept private as required by law, and will not be shared with anyone outside the survey team. Neither your name nor any other information about your identity will be used in any reports. The information you provide will be combined with information from everyone who participates in the study. You may skip any question that you prefer not to answer. If you decide not to participate, there will be no loss of benefits. We are required by law to protect and keep your data private.

Do you have any questions?

- YES 1 → ANSWER QUESTIONS.
- NO 2 → IF NO, GO TO NEXT QUESTION.

Do you agree to participate in this survey?

- YES 1 → BEGIN SURVEY

(INTERVIEWER BEGIN SURVEY AND RECORD RESPONSES.

RECORD TIME, THANK RESPONDENT. END.

- NO 2 → (IF NO - REFUSAL, COMPLETE NON-INTERVIEW REPORT FORM TO DOCUMENT STRENGTH OF REFUSAL (MILD/FIRM/HOSTILE) AND REASONS FOR REFUSAL.) We appreciate your time today. Thank you. END.
- NOT A GOOD TIME..... 3 → (IF NOT A GOOD TIME): When would be a good time for me to call you back? (RECORD TIME) Thank you. We will call you back then to do the survey by phone. Your opinions are important to us. Thank you so much for your time today. END.

ONLINE COMPLETION:

- Online → Do you need the link to the study website and your PIN?
 - Yes → The survey may be accessed at www.xxxx.com and your PIN is #####
 - No → Ok.

Please fill out the survey online at your earliest possible convenience. Your opinions are important to us. Thank you so much for your time today. END