
APPENDIX D.6 RECRUITMENT PHONE CALL SCRIPTS 1 AND 2

Initial Phone Contact

Hello, my name is **[YOUR NAME]**. I'm calling from 2M Research to follow up on an email that we recently sent to **[RESPONDENT'S NAME]** about the national study of How States Safeguard SNAP Participants' PII that we are conducting for USDA FNS. Am I speaking with **[RESPONDENT'S NAME]**?

(IF SPEAKING TO THE RESPONDENT GO TO A.2)

(IF SPEAKING TO SOMEONE ELSE, SAY:) Is there a direct line to reach him/her, or could you please transfer me to **(RESPONDENT'S NAME)**?

(IF YES, RECORD NUMBER IN SPACE BELOW. ENTER THIS NUMBER IN THE MESSAGE FIELD AT THE END OF THE CALL. THEN GO TO A1.)

(IF TRANSFERRED, PERSON ANSWERS, GO TO A.2)

(IF NO NUMBER AND NOT TRANSFERRED, GO TO D1.)

(IF TRANSFERRED, BUT VOICEMAIL RECEIVED, GO TO E.)

A. When Respondent Is on The Phone:

A.1 (IF TRANSFERRED): Hello, **[RESPONDENT'S NAME]**. My name is **[YOUR NAME]**. I'm calling from 2M Research to follow up on an email that we recently sent you about the study of How States Safeguard SNAP Participants' PII that we are conducting for USDA FNS. **(GO TO A.2)**

A.2 (IF RESPONDENT IS ON THE LINE): Last **[WEEK/MONTH]**, we sent you an email inviting you to participate in a semi-structured interview. USDA FNS and the 2M Research study team identified you as a leading industry expert in the field of PII data security. Your experience, knowledge, and contributions are valuable sources of information for State agencies protecting PII. Through your participation, you can help millions of needy individuals rest assured that their privacy is protected. We want to learn from you about your understanding of data security; best practices; innovative, cost-effective strategies; and recommendations. We would like to set up a time to conduct a semi-structured interview.

Do you have any questions about the interview at this time?

YES (ANSWER QUESTIONS USING FAQ, THEN GO TO B; IF THE RESPONDENT HAS A QUESTION TO WHICH YOU DO NOT KNOW THE ANSWER, ASK IF YOU MAY HAVE YOUR SUPERVISOR CALL THEM BACK)

NO (GO TO B)

RESPONDENT REFUSES TO PARTICIPATE IN THE STUDY (GO TO C)

B. When Respondent Agrees to Participate

We will be conducting the in-depth interviews between **DATE X** and **DATE Y**. The interview will take approximately 60 minutes to complete. We recognize you are busy, so let's select a time that is most convenient for you.

Some interview topics on data security will include the following:

- Challenges/best practices
- Innovative and cost-effective practices
- Recommendations
- State agencies you see as leaders
- Where the field is headed for State agencies

If you feel that you would like another colleague to weigh in, please let us know. Do you know what day and time during the window of **DATE X** to **DATE Y** will work best for you?

YES

DATE AND TIME:

I have **(STATE THE DATE AND TIME GIVEN BY RESPONDENT)**. Is that correct? Great! You will receive an email a few days before our call as a reminder of your telephone interview. I will also send you an electronic invitation with call information for the interview.

(IF MORE THAN ONE RESPONDENT): Can you please provide me with the email addresses for each person who will participate in the interview? This way I can send the electronic invitation to everyone.

Do you have any questions? We really appreciate your cooperation and thank you so much for your time today. We'll be sending you an email the week before your interview as a reminder. **END CALL.**

NO

If convenient, you can email or call me with days and times that work for you **(AND YOUR STAFF)**. My email is: **(EMAIL)**. My phone number is: **(PHONE)**.

Do you have any questions? We really appreciate your cooperation and thank you so much for your time today. **END CALL.**

C. When Respondent Does Not Agree to Participate

I'm sorry to hear that. **[PROBE FOR WHY IF REASON IS NOT GIVEN]**. Is there something we can do that will make it more convenient for you?

(IF RESPONDENT AGREES TO PARTICIPATE, GO TO B)

(IF RESPONDENT STILL DOES NOT AGREE TO PARTICIPATE, GO TO C1)

C1. Respondent Is Not Interested and No Solution Can Be Found:

Again, I am sorry to hear that you have declined to participate in this interview. If you reconsider, please let us know by either calling us (toll-free) **1-877-230-3035** or emailing us at SNAPP2@2mresearch.com. If you are willing, can you share with us contact information for some of your colleagues who may be interested in participating?

YES (GO TO C1A)

NO (GO TO C1B)

C1A. Great! We truly appreciate the support. Can you please provide their name and email? So, their name is **(SPELL OUT FIRST AND LAST NAME)**, and their email address is **(SPELL OUT EMAIL ADDRESS)**? Thank you! We appreciate your time and have a good day. **END CALL.**

(RECORD NAME AND EMAIL ADDRESS IN SPACE BELOW)

C1B. I completely understand. Again, we appreciate your time and have a good day. **END CALL.**

D1. When Respondent Is Not Available/Busy

We sent an email to **[RESPONDENT'S NAME]** requesting their participation in a national study we are conducting for the U.S. Department of Agriculture Food and Nutrition Service.

Would you please leave a message for **[RESPONDENT'S NAME]** mentioning that I called about scheduling an interview? When might be a good time to call back?

Callback Date/Time:

Would it also be possible to transfer me to his/her voice mail? Thank you for your help.

(IF YES TO BEING TRANSFERRED TO VOICE MAIL, GO TO E.)

END CALL.

E. Leaving a Telephone Message for Respondent

Hello, **[RESPONDENT'S NAME]**. I'm calling from 2M Research on behalf of the **(SAY THE ENTIRE NAME AND THEN ACRONYM)** U.S Department of Agriculture (USDA) Food and Nutrition Service. USDA and 2M Research study team identified you as a leading expert in data security. As such, last **[WEEK/MONTH]**, you should have received an email from us inviting you to participate in a telephone interview to learn from your experience in data security. We would like to set up an interview time that is convenient for you.

Please contact me (toll-free) at **1-877-230-3035** or by email at SNAPP11@2mresearch.com (SPELL OUT THE EMAIL ADDRESS) at your earliest convenience to discuss this study and schedule an interview time that works for you. Thank you. **END OF CALL.**

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 4 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.