
APPENDIX B.12 POST-SURVEY CLARIFICATION TELEPHONE SCRIPT

Initial Contact

Hello, my name is **[YOUR NAME]**. I'm calling from 2M Research on behalf of the USDA Food and Nutrition Service to follow up on the survey of **How States Safeguard SNAP Participants' Personally Identifiable Information** that **[NAME OF SNAP STATE agency Director]** recently completed. Would that be you?

(IF SPEAKING TO THE RESPONDENT, GO TO B1.)

(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 A NUMBER IS PROVIDED AND YOU ARE NOT TRANSFERRED, RECORD NUMBER IN SPACE BELOW AND ENTER THIS NUMBER IN THE MESSAGE FIELD AT THE END OF THE CALL)

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

(IF TRANSFERRED AND YOU SPEAK TO THE RESPONDENT, GO TO B1.)

(IF TRANSFERRED TO VOICE MAIL, GO TO D. VOICEMAIL SCRIPT)

A. Respondent Not Available

(IF SPEAKING TO A PERSON WHO IS NOT THE RESPONDENT): We recently received a completed survey of How States Safeguard SNAP Participants' Personally Identifiable Information from **[RESPONDENT'S NAME]**. We are calling to request more information on a section of the survey. (GO TO A1)

A1. LEAVE A MESSAGE

Would you please leave a message for **[RESPONDENT'S NAME]** mentioning that **[YOUR NAME]** called from 2M Research to follow up on the survey on How States Safeguard SNAP Participants' Personally Identifiable Information? When is a good time to call back? If **[RESPONDENT'S NAME]** prefers, she/he can reach me toll-free at **1-877-230-3035** between the hours of 9:00 a.m. and 5:00 p.m. Monday through Friday ET. (END OF CALL)

Callback Date/Time:

If person on the phone transfers you to voicemail: (GO TO D. VOICEMAIL SCRIPT)

B. Script for When Respondent Is On The Phone:

B1. IF SPEAKING TO RESPONDENT ON INITIAL CONTACT

Thank you for completing the survey for **How States Safeguard SNAP Participants' Personally Identifiable Information**. We would like to clarify a few responses. Do you have a moment to answer right now?

- YES (GO TO B2)**
- NO (GO TO B3. Respondent Not Available)**

B2. REQUEST CLARIFICATION

I would like to get more information on **[QUANTITY OF QUESTIONS]** question/s.

The (*first*) question reads as follows, and I will read it out loud for you, along with any answer choices that may apply:

[INSERT SURVEY QUESTION] (GO TO B2b, IF PROBING IS NECESSARY.)

B2A. THANK RESPONDENT FOR CLARIFICATION

Thank you for the additional information. **(Go to B2b. IF PROBING IS NECESSARY) (GO TO C. Thank You and Closing Statement)**

B2B. PROBE

Could you please provide more information as to how you arrived at your answer?

(DOCUMENT NOTES ON SURVEY QUESTION AND WHEN FINISHED GO TO C)

(CONTINUE TO REQUEST CLARIFICATION; IF NECESSARY, GO TO B2c)

B2C. REQUEST CLARIFICATION – CONTINUED

The **[NEXT]** question needing more information reads as follows, and I will read it out loud for you, along with any answer choices that may apply:

[INSERT SURVEY QUESTION] (Repeat B2a–B2c, as needed) (GO TO C. Thank You and Closing Statement)

B3. RESPONDENT NOT AVAILABLE

When is a good time to call back?

Callback Date/Time:

Thank you so much again for your time and contribution to this study.

(END OF CALL)

C. Thank You and Closing Statement

Thank you so much for completing the survey of **How States Safeguard SNAP Participants' Personally Identifiable Information** and for clarifying your responses. If you have any more questions or would like to reach out to the study team, you can do so by calling **1-877-230-3035** (toll-free) between the hours of 9:00 a.m. and 5:00 p.m. Monday through Friday ET or by email: **(SPELL OUT THE EMAIL ADDRESS) SNAPP11@2mresearch.com**. If you call outside of these hours, please leave a message, and we will return your call the following business day.

Again, thank you so much for your time and contribution to this study.

D. Voicemail Script

Hello, my name is [NAME], and I'm calling from 2M Research to speak with [RESPONDENT] about the survey of **How States Safeguard SNAP Participants' Personally Identifiable Information** that was recently completed by [NAME OF SNAP SA DIRECTOR]. We're calling to clarify some information you provided on a section of this survey, so we can make sure we understand the information correctly. Please return our call at **1-877-230-3035 (toll-free)**, or by emailing us at **(SPELL OUT THE EMAIL ADDRESS) SNAPP11@2mresearch.com**. Someone will be available during normal business hours (9:00 a.m. to 5:00 p.m. ET, Monday through Friday) to take your call. If you call outside of these hours, please leave a message, and we will return your call the following business day. **(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 3 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.