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## APPENDIX C.6 INTERVIEW REMINDER AND SCHEDULING SCRIPT

**SCHEDULER INSTRUCTIONS: BEFORE CALLING THE STATE AGENCY TO SCHEDULE THE SEMI-STRUCTURED INTERVIEW, YOU SHOULD REVIEW THE WEB SURVEY RESPONSES TO BECOME FAMILIAR WITH THE INDIVIDUALS INVOLVED IN DATA SECURITY. USE THE SEMI-STRUCTURED INTERVIEW GUIDE AS A TOPIC LIST WHEN SCHEDULING THE CALL.**

### 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 Study of How States Safeguard SNAP Participants' Personally Identifiable Information, which we are conducting for USDA Food and Nutrition Service. Am I speaking with **[RESPONDENT'S NAME]**?

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

(IF SPEAKING TO SOMEONE ELSE, ASK:) 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.1)

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

(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' Personally Identifiable Information (PII), which we are conducting for the USDA Food and Nutrition Service. (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. Recently, you completed (perhaps with a colleague) the How States Safeguard SNAP Participant PII web survey for us. Based on the web survey and discussions with system security experts, your State agency has been deemed a State leader in safeguarding PII. This is your opportunity to showcase to FNS the work **[STATE NAME]** has been doing to protect PII in SNAP and other State agencies. We are interested in learning more about your State's best practices and experience in protecting SNAP applicants' and participants' PII. We would like to set up a time to do a follow-up interview.

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

- YES** (ANSWER QUESTIONS USING FAQs, 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 if possible, let's select a time that is most convenient for you.

The interview may require participation from multiple people from your State agency, some of whom might have helped on the survey. I'd like to take a moment to review the topics of the interview with you so that you can tell me who from your State agency would be best suited to answer the questions.

Interview topics as they relate to data security in SNAP are:

- Challenges/best practices
- Innovative and cost-effective practices
- Policies and procedures
- Training and resources

Do you know what day and time during the window of **DATE X to DATE Y** will work best for you?

(IF MORE THAN ONE PERSON NEEDS TO BE ON THE CALL: and [FILL NAMES OF STAFF])

- 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 this. We will make a note 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 at [SNAPP2@2mresearch.com](mailto:SNAPP2@2mresearch.com). We appreciate your time. **END CALL.**

### **D. When Respondent is Not Available/Busy**

We sent an email to [**RESPONDENT'S NAME**] that described an in-depth interview that we would like to have with him/her for the How States Safeguard SNAP Participants' Personally Identifiable Information study we are conducting for the USDA Food and Nutrition Service. Recently, [**RESPONDENT'S NAME**] completed a web survey for this study, perhaps with help from other staff. Now we are asking him/her to participate in a follow-up interview about your State SNAP agency's data security, which is the second and final phase of the study.

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.**

**D1. WHEN RESPONDENT IS UNAVAILABLE LONG-TERM**

Recently, **[RESPONDENT’S NAME]** completed a web survey for our study. Now, we are asking him/her to participate in an interview about your State agency’s SNAP data security, which is the second and final phase of the study.

Even though **[RESPONDENT’S NAME]** is unavailable, it is still important for us to talk to someone about your agency’s data security practices.

We are looking for someone at your State agency who may be knowledgeable about the agency’s SNAP data security. Do you know who may be able to help me with this request? Is it possible that **[RESPONDENT’S NAME]** passed along the survey for someone else to complete? May I have the name, title, and contact information for that person?

**YES**

**(ENTER THE CONTACT INFORMATION IN THE MESSAGE FIELD.)**

NAME:  
TITLE:  
EMAIL/PHONE:

Thank you for your help. **END CALL.**

**E. Leaving a Telephone Message for Respondent**

Hello, **[RESPONDENT’S NAME]**. I’m calling from 2M Research. Recently, you completed a web survey for the How States Safeguard SNAP Participants’ Personally Identifiable Information study, which we are conducting for the USDA Food and Nutrition Service. Last **[WEEK/MONTH]**, you should have received an email from us inviting you to participate in a follow-up telephone interview to provide more detail about **[Name of State agency]**’s data security as it relates to SNAP. We would like to set up a time that is convenient for you for the interview.

Please contact me (toll-free) at **1-877-230-3035** or by email at [SNAPPPII@2mresearch.com](mailto:SNAPPPII@2mresearch.com) **(SPELL OUT THE EMAIL ADDRESS)** at your earliest convenience to discuss this second and final phase of the study and to 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.