

APPENDIX B-7. PHONE SCRIPT FOR NONRESPONDENT STATE DIRECTORS

Introduction

Good morning/afternoon [STATE DIRECTOR NAME]. Thank you for taking the time to speak with me. My name is [CONTACT NAME] and I work for Westat, a private research company. The Food and Nutrition Service has contracted with Westat to conduct the SFSP Integrity Study.

OMB Control Number: 0584-XXXX
Expiration Date: XX/XX/20XX

The first part of the study is an online survey of all State Child Nutrition Directors. We emailed you a link to the survey, and we are contacting you now because we have not yet received a completed survey from [STATE]. Did you receive an email from us with a link to this survey?

IF YES: Did you have any trouble accessing the survey? (IF NEEDED: We can resend the link to you.)

IF NEVER RECEIVED: Sorry about that! Can you please provide me with your email address? [*Caller: check it against the email we have on file*]. We will resend the survey link to you via email. The link may be shared with your colleagues, and should take about 20 minutes to complete.

(IF NEEDED: Your input is valuable in helping FNS understand how summer meals programs really operate, and will help improve training and resources for the program. FNS is continuing its efforts to listen to States and local communities, gathering information to learn about how you oversee and implement the programs, challenges you face, and useful resources and training.)

(IF NEEDED: All responses will be reported at the aggregate level in our reports. Please know that your responses will be kept private as required by law, and will not be shared with anyone outside of the study 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.)

Do you have any questions? [ANSWER ALL QUESTIONS]

Thank you. Are you able to complete the survey by [INSERT DATE]? [If yes:] Thank you. We really appreciate receiving your input through the survey. [If no:] What date would be reasonable? We'd really like to make sure we have your input. [Interviewer: record date].

The Food and Nutrition Service (FNS) is conducting this study to obtain information about the administration and oversight of the Summer Food Service Program and to identify potential barriers to ensuring the integrity and effective management of the program. Participation in this study is voluntary and the information collected will be used to determine resources, develop training, and provide technical assistance. Under the Privacy Act of 1974 and the System of Record Notice FNS-8 USDA/FNS Studies and Reports, any personally identifying information obtained will be kept private to the extent provided by law. According to the Paperwork Reduction Act of 1995, an agency may



If you have any questions about the survey or the study please give me a call at [study phone number] or you can email me at [study email]. Thank you for your participation in this important FNS study. Good-bye.