

# **Attachment P. Telephone Script For Former Staff**

OMB No. 0584-[NEW]

*Best Practices in Disaster Supplemental Nutrition  
Assistance Program (D-SNAP) Operations and  
Planning*

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## Telephone Script for Former Staff

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Hello, may I speak with [STAFF NAME]?

This is [NAME], and I am a researcher at Insight Policy Research. We are currently conducting a study authorized under 7 U.S.C. 2026 about the Disaster Supplemental Nutrition Assistance Program (D-SNAP) for the U.S. Department of Agriculture, Food and Nutrition Service. The purpose of the study is to identify and document best practices in D-SNAP planning and operations for a variety of disaster types.

I'm calling to request your participation in this study. We are completing a case study of the [D-SNAP DETAILS]. Because you were the [FORMER POSITION] during the time of the D-SNAP, we would like to speak with you about your experiences related to the D-SNAP planning and operations, as well as any challenges and lessons learned.

Participation in this study is voluntary. Be assured that there will be no penalties if you decide not to respond, either to the information collection as a whole or to any particular questions. The information provided will be kept private, to the extent required by law and will not be maintained or disclosed in identifiable form to anyone.

We will be visiting [STATE] during the weeks of [DATE] to conduct in-person interviews with State and local and staff from stakeholder organizations. Would you be available for a 60-minute in-person interview during [DATE AND TIME]? If you would prefer, we could conduct the interview over the phone instead during another time. We will give you a \$30 gift card as a token of our appreciation which can be used to offset any transportation, childcare or cellular phone airtime.

*[CONFIRM DETAILS AND SCHEDULE THE INTERVIEW.]*

*IF SOMEONE ELSE ANSWERS: Determine if there is a better time or number to call. Ask to leave a message with the individual who answered the phone.*

Please let [STAFF NAME] know [NAME] from Insight Policy Research called. [STAFF NAME] may have received an email last week describing a study we're conducting on behalf of the U.S. Department of Agriculture. If [s/he] is interested, please have [her/him] call us back at [TELEPHONE NUMBER] to schedule an interview.

*IF NO ANSWER, LEAVE A VOICEMAIL:* Hello, this is [NAME] from Insight Policy Research. I'm calling [STAFF NAME] about a study we're conducting for the U.S. Department of Agriculture about the Disaster Supplemental Nutrition Assistance Program, or D-SNAP. Because you were the [FORMER POSITION] during the [DISASTER TYPE/NAME] D-SNAP, we are interested in hearing your perspectives about planning and operations for the D-SNAP. We will give you a \$30 gift card as a token which can be used to offset any transportation, childcare or cellular phone airtime. If you are interested in participating in an interview with us to discuss your experiences regarding the [DISASTER NAME/TYPE], please give me a call back at [TELEPHONE NUMBER] to schedule the interview.

*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 5 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. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the following address: U.S. Department of Agriculture, Food and Nutrition Services, Office of Policy Support, 1320 Braddock Place, Alexandria, VA 22314, ATTN: PRA (0584-xxxx). Do not return the completed form to this address.*