

**APPENDIX E.6**

**REMINDER CALL SCRIPT**

## CN DIRECTOR REMINDER CALL SCRIPT

Hello, I am calling on behalf of the School Meals Operations Study for the U.S. Department of Agriculture, Food and Nutrition Service to discuss reporting requirements for COVID-19 Child Nutrition waivers. May I please speak with [CN DIRECTOR]?

### **IF CN DIRECTOR IS NOT AVAILABLE:**

Is there a better time to call to reach [CN DIRECTOR]?

### **[LOG DATE/TIME FOR CALL BACK]**

### **IF NO ANSWER AND VOICEMAIL BOX NAME MATCHES CONTACT NAME, LEAVE VOICEMAIL:**

Hello, this message is for [DIRECTOR NAME]. My name is [INTERVIEWER NAME]. I am calling on behalf of the School Meals Operations Study for the U.S. Department of Agriculture, Food and Nutrition Service. The Food and Nutrition Service is conducting a survey of Child Nutrition Directors to learn about the use of COVID-19 waivers in the school meals programs, summer meals programs, and the Child and Adult Care Food Program, including their effect on improving services to children. You should have received an email with a link to this survey. The survey ends soon, and we really need your response. Please go online today to complete the survey. Your participation in this survey is mandatory as full participation in the SMO will satisfy your statutory reporting requirements for these waivers. If you have any questions or need help accessing the survey, please call our toll-free line at [STUDY PHONE NUMBER]. We greatly appreciate your participation.

### **IF DIRECTOR IS AVAILABLE:**

Hi, my name is [INTERVIEWER NAME]. I'm calling on behalf of the School Meals Operations Study for the U.S. Department of Agriculture/Food and Nutrition Service. As part of this study, the Food and Nutrition Service is conducting a survey of Child Nutrition Directors to learn about the use of COVID-19 waivers in the school meals programs, summer meals programs, and the

The Food and Nutrition Service (FNS) is collecting this information in order to satisfy the congressionally mandated reporting requirements from State agencies on 21 COVID-19 nationwide waivers pursuant to section 2202 of the Families First Coronavirus Response Act (P.L. 116-127). This is a mandatory collection and FNS will use the information to assess how the waivers improved services to children and to inform FNS's planning, policy, and guidance related to state and local meal service operations during future emergency situations and unanticipated school closures. Because the personally identifiable information (PII) requested under this collection will not be used to retrieve survey records or data, requirements of the Privacy Act of 1974 do not apply. Responses will be kept private to the extent provided by law and FNS regulations. 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 0584-0607. The time required to complete this information collection is estimated to average 5 minutes (.0835 hours) 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: U.S. Department of Agriculture, Food and Nutrition Service, Office of Policy Support, 1320 Braddock Place, 5th Floor, Alexandria, VA 22314. ATTN: PRA (0584-0607). Do not return the completed form to this address.

Child and Adult Care Food Program, including their effect on improving services to children. You should have received an email with a link to this survey. I'm calling to see if you have any questions about accessing or completing the survey. [ANSWER QUESTIONS].

Please complete the survey. Completing this study will satisfy statutory reporting requirements for COVID-19 Child Nutrition waivers that were initially authorized in spring 2020, as well as help FNS effectively oversee Child Nutrition programs and inform policy decisions. The survey closes soon—it's important that we hear from you.

**IF DIRECTOR DOES NOT RECALL EMAIL:**

If this is a good time, I can share some information regarding the study. For SY 2020-2021, the School Meals Operations Study is designed to gather information on statutory reporting requirements for COVID-19 Child Nutrition waivers that were initially authorized in spring 2020. Full participation in the SMO will satisfy these reporting requirements.

Having updated information about school-based Child Nutrition program operations will help the Food and Nutrition Service effectively oversee these programs and inform current and future policy and budget decisions.

Your participation is vital to understanding the use of COVID-19 Child Nutrition waivers, and to informing policies for Child Nutrition programs intended to ensure these programs contribute to a healthy future for all children—a goal we all share.

I would be happy to email you a link to the web survey. First, let me confirm your email address: [FILL EMAIL ADDRESS].

**IF HESITANT OR SKEPTICAL:**

The information you provide is critical to understanding the use of COVID-19 Child Nutrition waivers that were initially authorized in spring 2020, and to informing current and future policy decisions, as well as training and technical assistance. The Families First Coronavirus Response Act (FFCRA) (PL 116-127) requires any State Agency that elects to use a CN nationwide waiver to submit a report, no later than 1 year after electing to use the waiver that, at a minimum, summarizes its use and describes how it resulted in improved services to Program participants. The Food and Nutrition Service is sponsoring this study to capture the congressionally mandated data from States on these waivers, and to learn how programs like the National School Lunch Program, the School Breakfast Program, and the summer meals programs operated during the pandemic. Your participation is required in order to fulfill the congressional mandate of the FFCRA.

To reduce burden, the study will rely on administrative data whenever possible to avoid redundant information requests. Full participation in this study will satisfy statutory reporting requirements for COVID-19 Child Nutrition waivers, as well as help FNS effectively oversee Child Nutrition programs and inform policy decisions.

**AGREES TO PARTICIPATE:**

Great, thank you very much for agreeing to take part in this important study. Please feel free to call our toll-free helpline with any additional questions or to get help with the survey [STUDY PHONE NUMBER].

**SPEAKING WITH A SECRETARY:**

Hi, my name is [INTERVIEWER NAME]. I'm calling on behalf of the School Meals Operations Study for the U.S. Department of Agriculture, Food and Nutrition Service. We recently sent [DIRECTOR NAME] an email with a link to this survey. I'm calling to remind [DIRECTOR NAME] to complete the survey online and to see if they had any questions about accessing or completing the survey. Can you pass that message along, or can you set an appointment for me to speak with [DIRECTOR NAME]?

## CN DIRECTOR FAQs

**Survey URL:** [WEBSITE]

### **What is the purpose of the study?**

This important study will capture congressionally mandated data from States on the COVID-19 Child Nutrition waivers, provide general descriptive data on the characteristics of Child Nutrition programs, identify program trends, and inform potential topics for training and technical assistance. Full participation in this study will satisfy statutory reporting requirements for COVID-19 Child Nutrition waivers that were initially authorized in spring 2020. The Families First Coronavirus Response Act (FFCRA) (PL 116-127) requires any State Agency (SA) that elects to use a CN nationwide waiver to submit a report, no later than 1 year after electing to use the waiver that, at a minimum, summarizes its use and describes how it resulted in improved services to Program participants.

Having updated information about school-based Child Nutrition program operations will help the Food and Nutrition Service effectively oversee these programs and inform current and future policy and budget decisions. Further, the School Meal Operations Study aims to gather information that will help States, School Food Authorities, Child Nutrition program sponsors, and schools and sites better serve children.

### **Will States need to submit additional information to the Food and Nutrition Service on the COVID-19 Child Nutrition waivers?**

FNS intends for this study to collect the statutorily required information on the COVID-19 Child Nutrition waivers. Completion of the survey and administrative data request will satisfy States' reporting requirements for the COVID-19 Child Nutrition waivers authorized under the Families First Coronavirus Response Act.

### **When is the CN Director survey due?**

The survey closes in June, so we need your completed survey as soon as possible.

### **Can I have a hard copy of the CN Director survey?**

Yes, but web responses promote higher data quality, so we encourage you to take it through our secure online platform.

### **I am not [NAME]. You have the wrong person.**

COLLECT THEIR NAME, TITLE AND DISTRICT AFFILIATIONS, MARK THE CASE FOR REVIEW.