**N.9. Reminder call script**

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# snap Language Access Survey – Reminder call script

Call to SNAP director when introductory section is incomplete: Suggested text to collect missing survey information

Hello, my name is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. I’m calling from Mathematica, on behalf of the U.S. Department of Agriculture, Food and Nutrition Service, to follow up on an email sent to [State/Territory SNAP administrator name] about the SNAP Language Access Survey. Could I speak to [State/Territory SNAP administrator name]?

* IF SNAP DIRECTOR UNAVAILABLE, HERE ARE SOME PROMPTS:
  + Okay, may I have your name?
  + When is the best time to reach [SNAP administrator name]?
  + Is this the best number to call?
  + May I leave a voice message?
* IFI LEAVING A MESSAGE: This is ­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_. I’m calling from Mathematica, on behalf of the U.S. Department of Agriculture, Food and Nutrition Service, to follow up on an email you received about the SNAP Language Access Survey. We want to remind you to please complete the introductory section of the survey as soon as possible. It should take less than 10 minutes. If you prefer to assign those sections to other staff, the survey asks you to identify which [State/Territory] agency staff will complete the survey sections on language access policy, operations, civil rights processes, and training. Once you assign the survey sections to staff, we can follow up with those staff directly. The link to the survey is in an email from [study email address]. Or you can call me back to complete the survey over the phone or ask me any questions about the survey or study. My name again is \_\_\_\_\_\_\_\_\_, and my phone number is [fill study toll free number]. Thank you for your help with this important survey!
* IF CONNECTED TO SNAP DIRECTOR: This is ­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_. I’m calling from Mathematica, on behalf of the U.S. Department of Agriculture, Food and Nutrition Service, or FNS, to follow up on an email we sent you about the SNAP Language Access Survey. We have been trying to reach you about this survey for a few weeks. If you have not received our emails, I can resend to a correct address.

Public Burden Statement

This information is being collected to assist the Food and Nutrition Service to better understand the language landscapes in which Supplemental Nutrition Assistance Program (SNAP) and Nutrition Assistance Program (NAP) agencies operate and their associated limited English proficiency (LEP) policies and operations. This is a voluntary collection and FNS will use the information to improve access of SNAP to LEP individuals. This collection does not request any personally identifiable information under the Privacy Act of 1974. 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 0.0835 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 22306 ATTN: PRA (0584-xxxx). Do not return the completed form to this address.

COLLECT UPDATED EMAIL ADDRESS/CONFIRM EMAIL ADDRESS. CONTINUE TO MORE DETAIL.

* IF THEY REQUEST MORE DETAIL: FNS is sponsoring a new study to better understand the language landscapes in which SNAP and NAP agencies operate, as well as the LEP policy and operations landscapes FNS has contracted with Mathematica to survey all 53 SNAP agencies. The information you provide in the survey will inform best practices and support SNAP LEP programs across the country. It will also be included in a [State/territory name] profile as part of the study’s final report. FNS strongly encourages all SNAP agencies to participate in this important study. The information you provide will be private and will not be maintained or disclosed in identifiable form to anyone, except as otherwise required by law. To participate, we are asking you to complete a two-hour online survey. The survey includes multiple sections. When you complete the introductory section, you may assign other staff to complete the other sections, or you may complete all sections yourself, if you prefer. We ask you to please complete at least the introductory section as soon as possible.
* OFFER TO COMPLETE OVER THE PHONE: Would you like me to ask you the questions from the introductory section now, as we’re already on the phone? It will only take a few minutes.
* IF YES: Great! Give me one moment to pull up your survey. For quality assurance purposes, do you mind if I record the interview?
  + IF RECORDING OKAY: Okay, I’m going to place you on hold briefly to set up the recording. [*Instructions:* *In Jabber window, click Meet Now icon. Have WebEx meeting call you. Join the meeting by pressing 1. In your Jabber window, click the three dots, then select Merge and the caller name/number. After the calls are merged, click record.*]
  + IF RECORDING NOT OKAY: Okay, I understand.
  + OPEN DATA ENTRY SURVEY URL FOR STATE/TERRITORY AND ADMINISTER ASSIGNED SECTION(S) OVER THE PHONE. IF SNAP ADMINISTRATOR ASSIGNS ANY ADDITIONAL SECTIONS TO HIM OR HERSELF, ATTEMPT TO COMPLETE THOSE SECTIONS ON THE CALL AS WELL.
* CLOSING IF SOME SECTIONS ASSIGNED TO OTHER STAFF: Thank you so much for completing your part of the survey! We will email the other staff you named to give them the link to the survey and ask them to complete their section. It would be great if you could let them know to expect an email from us. We would like them to complete their section of the survey within the next two weeks. After we complete our data collection, we will create a short profile for [State/Territory name], which we will share with you for review before the report is final. It’s been a pleasure speaking with you, and thank you again!
* CLOSING IF ALL SECTIONS (FULL SURVEY) COMPLETED OVER THE PHONE: Thank you so much for completing [State/Territory name]’s survey! For the final report, we will create a short profile for [State/Territory name], which we will share with you for review before the report is final. The final thing the study team would like to ask of you now is to provide us with the documents we discussed during the survey, which include: [INTERVIEWER SHOULD LIST ALL OF THE DOCUMENTS THAT WERE DISCUSSED IN THE SURVEY AND PROVIDE A SUMMARY OF HOW WE EXPECT THE ADMINSTRATOR TO SEND THEM].

Do you have any questions about this while we’re on the phone? [ANSWER QUESTIONS AS NEEDED.] It has been a pleasure speaking with you, and thank you again!

* IF THEY DO NOT WANT TO COMPLETE OVER THE PHONE: Okay. The link to the survey is included in the emails we’ve sent you. I’ll resend the link to you now. If you’d like, we can schedule a time for me to call you back to complete the introductory section over the phone.
* CONFIRM EMAIL ADDRESS AND RESEND SURVEY URL. ATTEMPT TO CONFIRM RECEIPT WHILE STILL ON PHONE. SCHEDULE CALLBACK TIME (INCLUDING BEST PHONE NUMBER), IF REQUESTED.
* CLOSING IF THEY DO NOT WANT TO COMPLETE OVER THE PHONE: It’s been nice speaking with you, and thank you so much for your help with this survey. FNS is really looking forward to seeing the results so it can better support LEP clients. Please try to complete the introductory section of the web survey within the next week. After you do, we will email any staff you designate to complete the other survey sections. It would be helpful if you could let them know that you’re assigning them to complete the survey sections and that they should expect an email from us. We’ll plan to call again in a week if you have not had a chance to complete the introductory section of the survey by then. If you or they have any questions or would rather do any part of the survey over the phone, you can give us a call at [toll-free study number]. After we complete data collection, we will create a short profile for [State/Territory name], which we will share with you for review before the report is final. It’s been a pleasure speaking with you, and thank you again!

Call to respondent when assigned section incomplete: Suggested text

Hello, my name is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. I’m calling from Mathematica, on behalf of the U.S. Department of Agriculture, Food and Nutrition Service, or FNS, to follow up on an email we sent to [respondent name] about the SNAP Language Access Survey. Could I speak to [respondent name]?

* IF RESPONDENT UNAVAILABLE, HERE ARE SOME PROMPTS:
  + Okay, may I have your name?
  + When is the best time to reach [respondent name]?
  + Is this the best number to call?
  + May I leave a voice message?
* IF LEAVING A MESSAGE: This is ­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_. I’m calling from Mathematica, on behalf of the U.S. Department of Agriculture, Food and Nutrition Service, to follow up on an email you received about the SNAP Language Access Survey. [State/Territory SNAP director name] assigned you to complete the section(s) on [case management/assessments/participant reimbursements and support services]. We want to remind you to please complete your section(s) of the survey as soon as possible. It will only take about [IF ASSIGNED TO SNAP LANGUAGE ACCESS POLICY, SNAP LANGUAGE ACCCESS PROCEDURES, CIVIL RIGHTS PROCESSES, OR SNAP LANGUAGE ACCESS TRAINING, SNAP E&T LANGUAGE ACCESS PROCEDURES IT IS 20 MINUTES PER SECTION; IF ASSIGNED TO, D-SNAP LANGUAGE ACCESS PROCEDURES, SNAP-Ed LANGUAGE ACCESS PROCEDURES, IT IS 10 MINUTES PER SECTION]. The link to the survey is in an email from [study email address]. Or you can call me back to complete the survey over the phone, or to ask me any questions. My name again is \_\_\_\_\_\_\_\_\_, and my phone number is [fill study toll-free number]. Thank you for your help with this important survey!
* IF CONNECTED TO RESPONDENT: This is ­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_. I’m calling from Mathematica, on behalf of the U.S. Department of Agriculture, Food and Nutrition Service, or FNS, to follow up about the SNAP Language Access Survey. [State/Territory SNAP director name] assigned you to complete the section(s) on [SNAP language access policy, SNAP language access procedures, civil rights processes, SNAP language access training, SNAP E&T language access procedures, D-SNAP language access procedures, SNAP-Ed language access procedures]. We have been trying to reach you about this survey for the past few weeks.

FNS is sponsoring a new study to develop a deeper understanding of language access in the 53 SNAP agencies. The information you provide in the survey will inform best practices and support SNAP LEP programs across the country. It will also be included in a [State/territory name] profile as part of the study’s final report.

To participate, we are asking you to complete an online survey. [SNAP administrator name] has already started the survey and asked that you complete the section(s) about [SNAP language access policy, SNAP language access procedures, civil rights processes, SNAP language access training, SNAP E&T language access procedures, D-SNAP language access procedures, SNAP-Ed language access procedures]. [IF ASSIGNED TO SECTION 1–5: Each section takes about 20 minutes to complete]. [IF ASSIGNED TO SECTIONS 6–7: Each section takes about 10 minutes to complete]. We want to ask you to please complete your assigned section(s) as soon as possible.

* OFFER TO COMPLETE OVER THE PHONE: Would you like me to ask you the questions from your section(s) now, as we’re already on the phone? It will only take a few minutes.
* IF YES: Great! Give me one moment to pull up your survey. For quality assurance purposes, do you mind if I record the interview?
  + IF RECORDING OKAY: Okay, I’m going to place you on hold briefly to set up the recording. *[Instructions: In Jabber window, click Meet Now icon. Have WebEx meeting call you. Join the meeting by pressing 1. In your Jabber window, click the three dots, then select Merge and the caller name/number. After the calls are merged, click record.]*
  + IF RECORDING NOT OKAY: Okay, I understand.
  + OPEN DATA ENTRY SURVEY URL FOR STATE/TERRITORY AND ADMINISTER ASSIGNED SECTION(S) OVER THE PHONE.
* CLOSING IF ASSIGNED SECTION(S) COMPLETED OVER THE PHONE: Thank you so much for completing your part of the survey! For the final report, we will create a short profile for [State/Territory name]. The final thing the study team would like to ask of you now is to provide us with the documents we discussed during the survey, which include: [INTERVIEWER SHOULD LIST ALL OF THE DOCUMENTS THAT WERE DISCUSSED IN THE SURVEY AND PROVIDE A SUMMARY OF HOW WE EXPECT THE ADMINISTRATOR TO SEND THEM]

Do you have any questions about this while we’re on the phone? [ANSWER QUESTIONS AS NEEDED.] It’s been a pleasure speaking with you, and thank you again!

* IF THEY DO NOT WANT TO COMPLETE OVER THE PHONE: Okay. The link to the survey is included in the emails we’ve sent you. I’ll resend it to you now. If you’d prefer, we can schedule a time for me to call you back to complete your section(s) over the phone.

CONFIRM EMAIL ADDRESS AND RESEND SURVEY URL. ATTEMPT TO CONFIRM RECEIPT WHILE STILL ON PHONE. SCHEDULE CALLBACK TIME (INCLUDING BEST PHONE NUMBER) IF REQUESTED.

* CLOSING IF THEY DO NOT WANT TO COMPLETE OVER THE PHONE: It’s been nice speaking with you, and thank you so much for your help with this survey. FNS is really looking forward to seeing the results so that it can better support LEP clients. Please try to complete your section(s) of the web survey within the next week. We’ll plan to call again in a week if you have not had a chance to complete the introductory section of the survey by then. If you have any questions or would rather do any part of the survey over the phone, you can call us at [toll-free study number]. It’s been a pleasure speaking with you, and thank you again.