

## **Appendix F3**

### **Reminder script**

## Evaluation of Child Support Cooperation Requirements in SNAP

### INDIVIDUALS/HOUSEHOLDS – PARENTS AND CARETAKERS IN-DEPTH INTERVIEW REMINDER CALL SCRIPT

Hello, my name is \_\_\_\_\_. I'm calling from [MATHEMATICA/MEF ASSOCIATES]. May I please speak with [MR./MS. FIRST NAME, LAST NAME]?

[INTERVIEWER: IF THE RECRUITED RESPONDENT IS NOT IN, ASK ABOUT A GOOD TIME TO REACH HER/HIM. LEAVE A MESSAGE (WITH THE PERSON WHO ANSWERS OR ON A VOICE MESSAGE) WITH YOUR NAME AND CONTACT INFORMATION. SAY YOU ARE CALLING TO REMIND HER/HIM OF HER/HIS APPOINTMENT FOR AN IN-PERSON INTERVIEW FOR THE STUDY ON CHILD SUPPORT COOPERATION REQUIREMENTS IN [STATE SNAP PROGRAM NAME], SCHEDULED FOR [DATE].

Good [MORNING/AFTERNOON/EVENING], [MR./MS. FIRST NAME, LAST NAME]. I am calling to remind you of your upcoming appointment for an in-person interview for the study that is examining a policy that requires individuals with children to cooperate with the child support agency in order to keep the full amount of their [STATE SNAP PROGRAM NAME] benefit. You were invited to participate in an interview because you can help us better understand the effect of these requirements on families.

[FOR IN-PERSON INTERVIEWS]: I am calling to remind you about the time and place of the interview. You told us that you would be able to meet me for an interview on [MM/DD @ HH:MM – HH:MM] at [LOCATION].

Are you still able to attend this interview?

**IF YES, SAY:** Great, thank you for agreeing to participate. I will be leading the interview and I look forward to speaking with you. If your schedule changes or you have any questions, please call me at [XXX-XXX-XXXX]. At the end of the interview, we will provide you with a \$50 cash card as a token of our appreciation. **END**

**IF NO, SAY:** I'm sorry you won't be able to attend. Is there another time that might work **better for you?**

[INTERVIEWER: ATTEMPT TO FIND AND SCHEDULE A MORE CONVENIENT APPOINTMENT. REMIND THEM THAT AT THE END THE INTERVIEW THEY WILL BE PROVIDED WITH A \$50 CASH CARD AS A TOKEN OF OUR APPRECIATION.]

IF NO BECAUSE THEY DO NOT HAVE A WAY TO GET TO THE INTERVIEW LOCATION, SAY: Would you be interested in doing a virtual interview instead, during the same time, that you can participate in from wherever you are?

[INTERVIEWER: WORK WITH THE RESPONDENT TO DETERMINE WHETHER THEY PREFER TO CONDUCT THE INTERVIEW BY PHONE OR VIDEO AND PROVIDE THE INFORMATION THEY NEED TO PARTICIPATE IN THE IN-PERSON OR VIRTUAL INTERVIEW ]

#### Public Burden Statement

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[FOR VIRTUAL INTERVIEWS]: I am calling to remind you about the day and time of the interview. You told us that you would be able to participate in a videoconference interview on [MM/DD @ HH:MM – HH:MM].

Are you still able to participate in this interview?

**IF YES, SAY:** Great, thank you for agreeing to participate. I will be leading the interview and I look forward to speaking with you. If your schedule changes or you have any questions, please call me at [XXX-XXX-XXXX]. At the end of the interview, we will provide you with a \$50 cash card as a token of our appreciation. You should have received information to join the virtual interview by videoconference or telephone. Do you have any questions about this or need us to re-send the information to join the interview? [INTERVIEWER: ADDRESS QUESTIONS AND SEND INTERVIEW INFORMATION IF NEEDED. CONFIRM THE EMAIL ADDRESS OR TELEPHONE NUMBER BEFORE SENDING INFORMATION]. **END**

**IF NO, SAY:** I'm sorry you won't be able to attend. Is there another time that might work **better for you?**

[INTERVIEWER: ATTEMPT TO FIND AND SCHEDULE A MORE CONVENIENT APPOINTMENT. REMIND THEM THAT AT THE END THE INTERVIEW THEY WILL BE PROVIDED WITH A \$50 CASH CARD AS A TOKEN OF OUR APPRECIATION.]

**Privacy Act Statement**

**Authority:** This information is being collected under the authority of Section 9 of the Food and Nutrition Act of 2008, as amended, (7 U.S.C. 2018). Disclosure of the information is voluntary.

**Purpose:** The information is being collected to evaluate Child Support Cooperation Requirements in United States Department of Agriculture (USDA) Supplemental Nutrition Assistance Program (SNAP).

**Routine Use:** The information may be shared with SNAP contract researchers and USDA SNAP research and administrative staff.

**Disclosure:** If all or any part of the information is not provided, interviews may not be admissible in data sets.