

Appendix L1. IDI Invitation Call Script (English)



STUDY OF FOOD AND WELL-BEING

In-depth interview (IDI) recruitment call script

INSTRUCTIONS FOR RECRUITER: ASK FOR THE PERSON LISTED ON THE RECRUITMENT LIST. IF SOMEONE ELSE ANSWERS THE PHONE AND THE LISTED PERSON IS NOT AVAILABLE, ASK ABOUT A GOOD TIME TO REACH THEM. LEAVE A MESSAGE WITH THE PERSON WHO ANSWERS THE PHONE OR ON A VOICE MESSAGE WITH YOUR NAME AND CONTACT INFORMATION AND EXPLAIN THAT YOU ARE CALLING TO DISCUSS THEIR INTEREST IN AN IN-PERSON DISCUSSION FOR A STUDY TO LEARN ABOUT THEIR FAMILY'S LIFE EXPERIENCES IN [COUNTY] AND THEIR HOUSEHOLD'S ACCESS TO AFFORDABLE FOOD.

Hello. My name is _____. I'm calling from Mathematica, a research organization in [LOCATION]. May I please speak with [FIRST NAME, LAST NAME]?

Hi, [MR./MS. LAST NAME]. I am contacting you as part of a study for the U.S. Department of Agriculture's Food and Nutrition Service to learn about your life experiences in [COUNTY] and your household's access to affordable food.

[FOR SURVEY RESPONDENT] You may remember completing a survey in [TIME FRAME FOR SURVEY] as part of the **Study of Food and Well-being**. Does this sound familiar?

- **[Yes]** Great, so when you took that survey, you said that you would be interested in taking part in an in-person discussion for the study. If you are still interested in the discussion, then I would like to give you some additional details about the discussion and next steps. Are you still interested in participating in a discussion?
 - [Yes]** Okay, great. Thank you. **SKIP TO "PURPOSE OF CALL"**
 - [Don't know]** Okay, I am happy to tell you a little bit more about the discussion before you decide. Does that sound okay? **IF YES, SKIP TO "PURPOSE OF CALL"**
 - [No]** Okay, no problem. Thank you so much for your time and have a good rest of your day. **END CALL**

- **[No]** Oh, okay. Well, you took a survey in [TIME FRAME FOR SURVEY] and shared some information about your household and your family's access to food. At the end of that survey, you said that you would be interested in taking part in an in-person discussion for the study. If you participate, you will receive a \$50 gift card as a token of our appreciation. Would you like to learn more about the discussion?

This information is being collected to assist the Food and Nutrition Service (FNS) in understanding the interrelated factors that affect food insecurity and poverty. This is a voluntary collection and FNS will use the information to aid in the administration of the Supplemental Nutrition Assistance Program. This collection does request 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 6 minutes (0.1002 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.

- [Yes]** Okay, great. Thank you. **SKIP TO “PURPOSE OF CALL”**
- [Don’t know]** Okay, I am happy to tell you a little bit more about the discussion before you decide. Does that sound okay? **IF YES, SKIP TO “PURPOSE OF CALL”**
- [No]** Okay, no problem. Thank you so much for your time and have a good rest of your day. **END CALL**

[FOR IDENTIFIED FAMILY MEMBERS OF SURVEY RESPONDENT] [SURVEY RESPONDENT FIRST NAME] completed a survey as part of the study and shared some information about the family’s well-being and access to affordable food. At the end of that survey, they said that you might be interested in taking part in an in-person discussion for the study. If you participate, you will receive a \$50 gift card as a token of our appreciation. Would you like to learn more about the discussion?

- [Yes]** Okay, great. Thank you. **SKIP TO “PURPOSE OF CALL”**
- [Don’t know]** Okay, I am happy to tell you a little bit more about the discussion before you decide. Does that sound okay? **IF YES, SKIP TO “PURPOSE OF CALL”**
- [No]** Okay, no problem. Thank you so much for your time and have a good rest of your day. **END CALL**

Purpose of call

First, is now a good time to tell you more about the discussion? It should take 10-15 minutes.

- **[Yes]** Great! In speaking with you today, I would like to explain the purpose of the discussion and, if you decide to participate, schedule a date and time for the discussion. We will not be holding the discussion today. It will be conducted [in-person] in [TIME FRAME FOR VISIT AND DISCUSSION] while members of our research team are in [COUNTY]. **SKIP TO “STUDY OVERVIEW”**
- **[No]** Is there a better time to call you back to see whether you might be interested in participating in the discussion and receiving the \$50 gift card?
 - [No] THANK THE PERSON AND END CALL**
 - [Yes]** Great! At what numbers can I reach you and when is the best time to call?

HOME PHONE: _____

CELL PHONE: _____

WORK PHONE: _____

OTHER GOOD CONTACT PHONE NUMBER (for example, a relative, friend):

BEST TIMES TO CALL: _____

INSTRUCTIONS FOR RECRUITER: WHEN YOU CALL THEM BACK AT THE SPECIFIED TIME, START AT “PURPOSE OF CALL” AND PROCEED FROM THERE.

Study overview

Now I will give you an overview of the study and explain the discussion and what your participation would involve. Please feel free to stop me to let me know if you have any questions about any of this information.

Purpose of the Study: We are visiting six counties around the country to learn first-hand about important experiences and events that impact the health and well-being of yourself and others. We want to better understand the way in which different circumstances, challenges and opportunities have shaped your life, your experiences with accessing food, and what types of supports or assistance you have found helpful. The goal of the study is to improve the programs and supports available to families to eliminate hunger and improve their well-being. Understanding your views and experiences can help us better understand how to do that.

Benefits: Your experiences are very important and will help us understand what types of assistance and resources are needed to better support families like yours. Immediately following the discussion, you will receive a \$50 gift card as a token of appreciation.

Participation: You are being asked to participate in one [in-person] discussion. Your participation in this study is voluntary and you may decline to participate as a whole or decline to answer any question you do not want to answer. There will be no penalties if you decide not to participate in whole or to answer any particular questions. The discussion will last approximately 2 hours and occur at a time and place of your choosing during [TIME FRAME FOR VISIT AND DISCUSSION]. The discussion will be led by a colleague from my company, Mathematica.

Protection of Privacy: The responses you give will not be shared with anyone outside of our research study team except as required by law. Your participation or answers to questions will not affect any benefits you receive from the government. Nobody from any State or local benefit program will be at the discussion. We won't use your name or any other identifying information when we report the results of our study. In other words, no one will know who you are, but people may hear what you and others have to say.

Do you have any other questions about participating in this discussion?

Are you willing and able to participate in this discussion?

- **[Yes]** Great! **SKIP TO “DISCUSSION SCHEDULING”**
- **[No]** Could you help me understand the nature of your concerns?

INSTRUCTIONS FOR RECRUITER: RECORD THEIR CONCERNS AND ATTEMPT TO ADDRESS THEM. IF YOU ARE UNABLE TO ADDRESS THEIR CONCERNS, THEN THANK THEM FOR THEIR TIME AND END THE CALL.

Discussion scheduling

We are thrilled to have you participate in the discussion! We would like to schedule the discussion now, which will take place during the week of [MONTH, DAY]. Again, the discussion will last up to 2 hours.

1. **Discussion time.** What day and time is best for you?

- Respondent provides a day and time.....**CONTINUE TO 1a**

- Respondent is not available that week.....**SKIP TO 1c**
- 1a. Let me check to see if we have an available appointment during that time. **INSTRUCTIONS FOR RECRUITER:** CHECK THE SCHEDULE FOR AVAILABILITY AND WORK WITH THE RESPONDENT TO FIND A CONVENIENT DAY AND TIME.
 - Appointment available.....**CONTINUE to 1b**
 - Appointment not available.....**SKIP TO 1c**
- 1b. **[RESPONDENT IS AVAILABLE]:** Great! That time is available and I’ve added you to the schedule. You will be meeting with an interviewer from Mathematica on [REPEAT DAY AND TIME]. **SKIP TO 2: “LOCATION”**
- 1c. **[RESPONDENT IS NOT AVAILABLE DURING TIME FRAME]:** I’m sorry that week is not convenient for you. Right now, I’m scheduling appointments only for that week. If we conduct more discussions during another week, would you be interested in participating?
 - **[IF YES]:** Great, we may call you back to schedule a discussion. However, if your availability that week changes, then you can reach back out to us at [TOLL FREE STUDY PHONE NUMBER] to see if we have any available appointments that work for you. Thank you very much for your time today. **INSTRUCTIONS FOR RECRUITER:** NOTE ON THE CONTACT SHEET THAT RESPONDENT MAY BE INTERESTED IN A FUTURE DISCUSSION. **END CALL**
 - **[IF NO]:** OK, I understand. Thank you for your time. **END CALL**
- 2. **Location.** We have reserved space at [LOCATION] to hold this discussion. Would you prefer to meet there or another location that’s convenient for you, such as a private meeting room in a library or a conference room in a nearby hotel? Or, if you prefer, we can also arrange to meet you in your home or we can conduct the interview virtually.

INSTRUCTIONS FOR RECRUITER: WORK WITH THE RESPONDENT TO IDENTIFY A CONVENIENT LOCATION AND RECORD THE ADDRESS SO THE SITE VISITORS WILL BE ABLE TO NAVIGATE THERE. **CONTINUE TO 3. “CONTACT CONFIRMATION”**
- 3. **Contact confirmation:** We will send a confirmation letter. Would you like to receive this confirmation via email or receive a hard copy by mail? I would just like to take a moment to make sure we have the correct contact information for you. **INSTRUCTIONS FOR RECRUITER:** CONFIRM ALL INFORMATION ON THE CONTACT SHEET AND MAKE CORRECTIONS ON IT IF NECESSARY. REQUEST AN EMAIL ADDRESS AND INCLUDE IT ON THE CONTACT SHEET. NOTE WHETHER THE CONFIRMATION SHOULD BE SENT VIA EMAIL OR MAIL.
- 4. **Opting in/out of texting.** As we move forward, do I have your permission to text you with important information about this study? For example, we may text you with a reminder 1 to 2 days before the discussion instead of calling you. If you do not want to opt into text, we will just call or email you instead.
 - Yes **Confirm the best phone number to text**
 - No

PHONE NUMBER TO TEXT: _____

CONTINUE TO 5. “WRAP-UP”

5. **Wrap-up.** A member of our team will meet with you on [MM/DD @ HH:MM – HH:MM] at [LOCATION]. They will call or text you a day or two before the discussion to introduce themselves and reconfirm the day, time, and location. Before then, please contact us at our toll-free number [TOLL FREE STUDY PHONE NUMBER] if you need to reschedule or have any additional questions. We are counting on your participation, so please be sure to call if you can't attend. Thank you very much for your time today. We look forward to meeting with you and learning about your experiences. We'll see you soon!

END CALL