

## H.6. Phone Scripts for Nonresponse Follow-Up

---

### **Call answered**

Hello, my name is [interviewer name]. I am calling about the *SNAP Work Requirements and Employment and Training Data Study* for the Food and Nutrition Service, or FNS. May I speak to [FirstName LastName]?

### **For survey non-response...**

**[If speaking with Director]** I'm calling to remind you to complete the survey for [State] as soon as possible because the reporting deadline has passed. Did you receive the email with the survey link?

- ▶ [If yes] Great. Do you have any questions about accessing or completing the survey? [Answer any questions]
- ▶ [If no] We sent the survey to [email address]. Is this the best email to use?
  - [If yes] Would you like us to resend the survey link?
  - [If no] Can you please provide the best email address to use? [Record email address in spreadsheet]

Thank you; we look forward to receiving your response.

**[If not speaking with Director]** Can you please transfer me to the Director?

[If Director answers] Hello, my name is [interviewer name]. I am calling about the *SNAP Work Requirements and Employment and Training Data Study* for the USDA's FNS. I'm calling to remind you to complete the survey for [State] as soon as possible because the reporting deadline has passed. Did you receive the email with the survey link?

- ▶ [If yes] Great. Do you have any questions about accessing or completing the survey? [Answer any questions]
- ▶ [If no] We sent the survey to [email address]. Is this the best email to use?
  - [If yes] Would you like us to resend the survey link?
  - [If no] Can you please provide the best email address to use? [Record email address in spreadsheet]

Thank you; we look forward to receiving your response.

**[If Director is not available go to Voicemail script below]**

### **For document non-response...**

**[If speaking with Director]** I'm calling to remind you to submit the documents we request for [State] as soon as possible because the reporting deadline has passed.

Did you receive the email with the Box link to upload your State's documents?

- ▶ **[If yes]** Great. Do you have any questions about accessing the Box Folder for your State?  
*[Answer any questions]*
  - **[No documents received]** As of today, we have not received any documents from [State]. Do you have any questions about this task?
  - **[Some documents received, some missing]** We can see that you have submitted some of the documents we requested, and we want to thank you! There are a few additional documents that are of highest priority for this research study. We would like to know if you can provide any of the following:  
*[Read list of missing priority documents].*
- ▶ **[If no]** We sent the email with the Box link to *[email address]*. Is this the best email to use?
  - **[If yes]** Would you like us to resend the survey link?
  - **[If no]** Can you please provide the best email address to use? *[Record email address in spreadsheet]*

Thank you; we look forward to receiving your response.

**[If not speaking with Director]** Can you please transfer me to the Director?

**[If Director answers]** Hello, my name is *[interviewer name]*. I am calling about the *SNAP Work Requirements and Employment and Training Data Study* for the USDA's FNS. I'm calling to remind you to submit the documents we request for [State] as soon as possible because the reporting deadline has passed. Did you receive the email with the Box link?

- ▶ **[If yes]** Great. Do you have any questions about accessing or completing the survey? *[Answer any questions]*
- ▶ **[If no]** We sent the survey to *[email address]*. Is this the best email to use?
  - **[If yes]** Would you like us to resend the survey link?
  - **[If no]** Can you please provide the best email address to use? *[Record email address in spreadsheet]*

Thank you; we look forward to receiving your response.

**[If Director is not available go to Voicemail script below]**

### **Voicemail**

Hello, my name is *[interviewer name]*. This message is for *[FirstName LastName]*. I am calling about the *SNAP Work Requirements and Employment and Training Data Study* Westat is conducting for the USDA's

Food and Nutrition Service, or FNS. This study was developed to provide FNS with important information it can use to better understand the administration of SNAP work requirements and SNAP E&T. As the SNAP State Director, you have been identified as the person responsible for completing the survey and provide relevant documents. We have not yet received...

*[a survey response for State] OR [all the documents we requested for State]*

so I'm calling to remind you to...

*[complete the survey] OR [upload the documents we requested]*

as soon as possible. If you have any questions or need a new link, please contact us by email at *[email address]*.

***If you can't be transferred to Director or Voicemail***

Ok, as I mentioned, my name is *[interviewer name]*. I was trying to reach *[FirstName LastName]* about the *SNAP Work Requirements and Employment and Training Data Study* Westat is conducting for the USDA's Food and Nutrition Service, or FNS. Can you please let *[FirstName]* know that I called? If they need the link to the survey or the Box portal to upload the documents, they can email *[study email address]*.

**Public Burden Statement**

This information is being collected to assist the Food and Nutrition Service in examining equity in SNAP work requirements and SNAP Employment and Training. This is a voluntary data collection, and FNS will use the information to understand what data are needed to assess equitable program access and outcomes in SNAP and SNAP Employment and Training. 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 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 Service, Office of Policy Support, 1320 Braddock Place, Alexandria, VA 22314, ATTN: PRA (0584-XXXX). Do not return the completed form to this address.