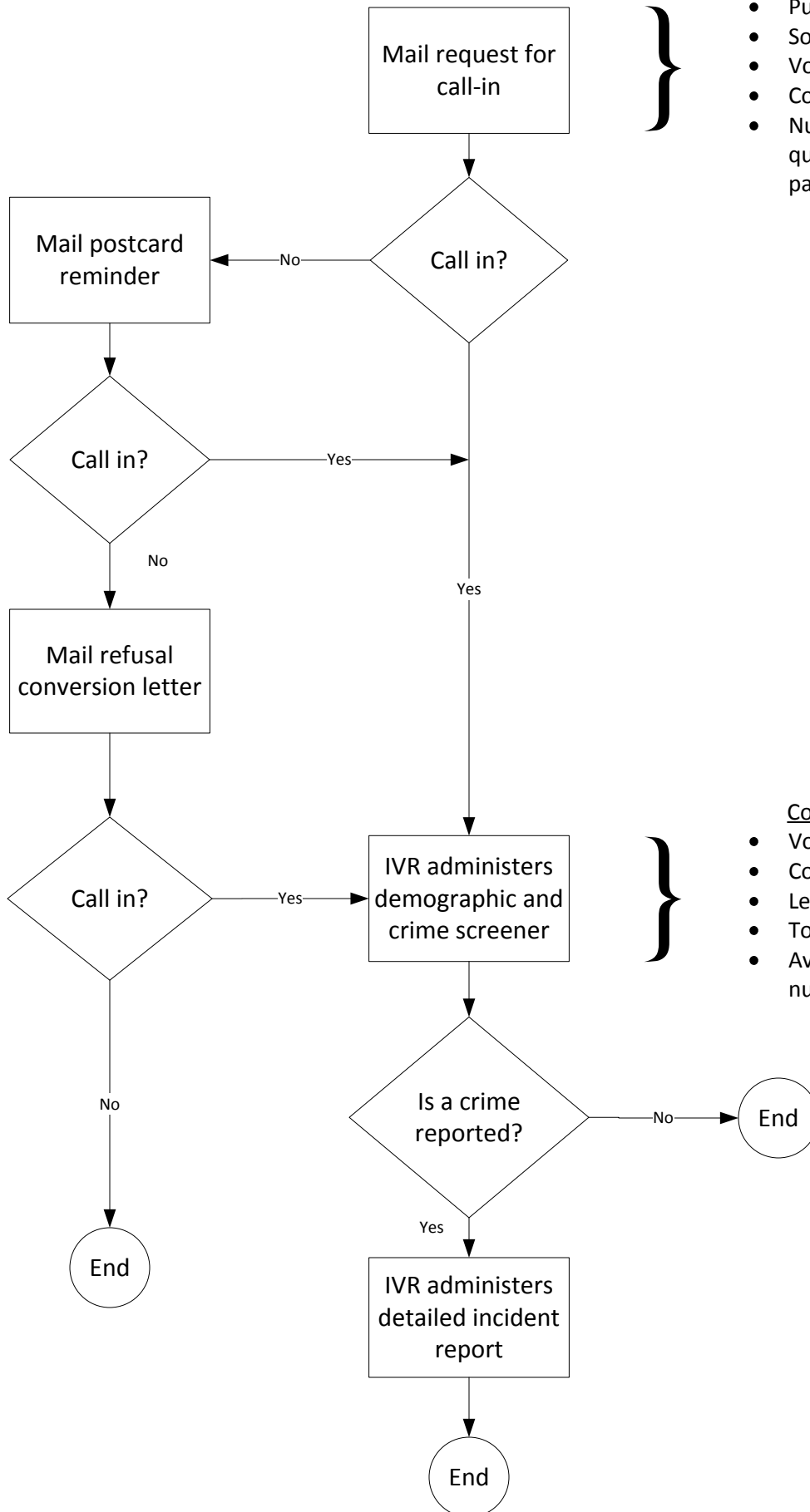# Attachment 15: Data collection process for Mail IVR

Content of letter:
- Purpose of survey
- Source of sample
- Voluntary nature of request
- Confidentiality of data
- Numbers to call with questions or to refuse to participate

Mail request for call-in }

Call in?

Mail postcard reminder ← No

Call in? — Yes →

No

Mail refusal conversion letter

Call in? — Yes →

No

End

IVR administers demographic and crime screener }

Content of introduction:
- Voluntary nature of request
- Confidentiality of data
- Length of survey
- Topics of survey
- Availability of hotline numbers

Is a crime reported? — No → End

Yes

IVR administers detailed incident report

End