

Email Script

From: Dennis DeBacco
Sent: [Date]
To: [SEARCH Members and Repository Directors who did not respond to our initial request for information]
Cc:
Subject: **Survey of State Criminal History Information Systems, 2010**
Attachments: Survey Cover Letter [version], Survey Questionnaire [version]

Greetings,

By email dated [Date], the attached cover letter and *Survey of State Criminal History Information Systems, 2010* was sent to you for completion and online entry into a password-protected section of the SEARCH Web site by close of business [Date]. If you are receiving this email today, SEARCH is not in receipt of your state's information. If you have difficulties submitting your response via the website, you may fax your completed form to me at the number provided below.

At your earliest convenience or by close of business [Date], please review the attachments to this email and respond as indicated.

Your assistance in responding to this request is greatly appreciated. Should you or any member of your staff have questions regarding the survey or if additional information is needed, please do not hesitate to contact me.

Thank you.

Dennis DeBacco

Justice Information Services Specialist
SEARCH, the National Consortium for Justice
Information and Statistics
7311 Greenhaven Drive, Suite 145
Sacramento, CA 95831
(916) 392-2550 ext. 325, (Office)
(775) 412-1950 (Cell)
(916) 392-8440 (Fax)
email to: Dennis@search.org

Telephone Script

Hello, this is Dennis DeBacco from SEARCH, the National Consortium for Justice Information and Statistics. I am calling today to advise that we did not receive your state's completed criminal history information systems survey for 2010. The questionnaire and cover letter instructions were emailed to you on [Date] wherein online entry into a password-protected section of the SEARCH Web site was requested by close of business [Date].

- Did you receive this information and will your state be responding to the request?

- Was the material sent to the proper location or should it be redirected?
- Do you have any questions about the survey or do you need assistance to access the SEARCH Web site?
- Do you prefer to submit your response via fax?
- Can you provide this information by [Date]?

Your assistance in responding to this request is greatly appreciated. Thank you and have a pleasant day.