

### Phone Script for item non-response to surveys completed off-line

Hi, my name is [NAME] and I am calling from the NCSC on behalf of the Bureau of Justice Statistics. We received your response to the Census of Problem-Solving Courts [in the mail/by fax/ as an e-mail attachment] and wanted to thank you for participating.

Because you completed the census off-line, I just have [one/a couple/a few] question[s] for you.

[Instructions: Choose response below that best fits the situation at hand after reviewing item responses to the “required” questions listed at the bottom of this page.]

- You did not answer [question x]. Can you tell me [answer to question x]?
  - o [If respondent says:]
  - o [I don't know the answer - probe for answer. If still don't know the answer, mark “DK”]
  - o [I can't access this information - ask if there is someone else who has the information. If no, ask for an estimate. If still no answer, leave blank.]
  - o [Item is confusing – attempt to clarify the question for the respondent and provide definitions for terminology.]
  - o [Other response – address on an as-needed basis]
- I could not read/decipher your response to [question x]. [Read question x]. What was your response to [question x]?
- I would like clarification on [question x]. [Ask specific information requiring clarification].
- Your answer to [question x] is related to [subsequent question x]. Since you answered [yes] on [question x], can you provide an answer for [subsequent question x]?
- Other issues – address as needed.

[Required questions: The following questions are considered “required” through the online version and so follow-up will be conducted on any surveys conducted off-line.]

What is the category label that best describes your problem-solving court?

Does your court operate within the judiciary (i.e., as part of the judicial rather than executive branch)?

Does your court have at least one dedicated judicial officer?

Does your court have a dedicated docket/calendar?

What key underlying problem(s) is your court designed to address in your community?

Is your court currently admitting participants?

If yes, when did/will your court admit its first participant?

Is your court currently preparing to cease operations?

If yes, when did/will your court admit its last participant?

Other than case type, what characteristics are required to establish participant eligibility/ineligibility for your court?

At what point(s) in the justice system process are participants admitted into your court?

Does your court track participant outcomes after graduation?

If yes, for how long (in months) does your court track participant outcomes?