

SPOC E-mail Script to request contact information for potential respondents:

Dear [NAME]:

The National Center for State Courts (NCSC) with a grant from the Bureau of Justice Statistics (BJS) is conducting a Census of *all* problem-solving courts across the country. As you may know, the NCSC is working in partnership with the National Drug Court Institute (NDCI) on this important project. [NAME], of [AGENCY OF REFERRAL], has identified you as our first point of contact for problem-solving courts in your state.

I write to you, as the statewide coordinator, to ask for your help to identify problem-solving courts in your state. The NCSC seeks basic information to identify the court program itself, along with contact information for a court-level person who can provide program statistics and detailed information about the court's processes. For the purposes of this project, I ask that you provide this information for any program that takes a problem-solving rather than a traditional adversarial approach. It is only with this broad approach that interested parties can begin to understand which programs are currently in existence and identify subsets of problem-solving programs that are meaningful to a wide variety of stakeholders.

Participation in this Census is important as it will:

- Serve as an indicator for determining the need for additional funding;
- Establish a network for peer-to-peer support and mentorship;
- Provide baseline data to identify future trends and growth among specific programs; and
- Be the source for more coordinated evaluations of problem-solving court programs.

For your convenience, we have developed a template in Excel for you to enter the requested contact information. However, we are happy to accept the information in any format. **We would like to receive this information by MONTH DATE, 2012.**

If you have any questions about the Census survey, I have assigned [NAME] to act as your state's liaison. She can be reached at [EMAIL] or 800-616-6109. Thank you in advance for your time. If you have any questions or concerns about this project, please do not hesitate to contact me [EMAIL].

Sincerely,

[NAME]

REMINDER 1 (forward original email)

Dear [STATE POINT OF CONTACT NAME]:

On MONTH DATE, you received an email from Dr. Nicole Waters of the National Center for State Courts (NCSC) requesting your help in preparation for our national *Census of Problem-Solving Courts*. As the statewide coordinator of problem-solving courts in [STATE], we hope you will participate in this much-needed effort to capture and better understand the many types of problem-solving court programs currently in operation.

Attachment 10

In her previous email to you (forwarded below), Dr. Waters requested some basic information about all problem-solving courts in your state and provided an optional Excel template that could be used to organize and list this information if it does not already exist in another transferrable format. We hope to collect this information from all states **before DAY, MONTH DAYth**. If you have any questions about this request or the upcoming *Census*, please contact me by e-mail at [EMAIL] or by phone at 800-616-6109. As your state's *Census* liaison, I am happy to answer any questions you may have about this process and work with you to obtain this information about your state's problem-solving courts.

Thank you in advance for your help with this very important effort.

Best regards,

[NAME]

REMINDER 2 (forward last reminder with original email attached)

Dear [STATE POINT OF CONTACT NAME]:

MONTH DATE fast approaches! We hope to capture information about [STATE]'s problem-solving court programs in our upcoming national *Census of Problem-Solving Courts*. This *Census* is the first step towards a better evidence-based understanding of the various problem-solving court types. As the statewide coordinator, we need your help to identify some basic information about the problem-solving court programs in [STATE]. If there's anything we can do to help you gather and report the requested information by the **DAY, MONTH DATE** deadline, please contact me by e-mail at [EMAIL] or by phone at 800-616-6109.

Thanks in advance for your cooperation. We look forward to hearing from you soon.

[NAME]