2012 ANNUAL SURVEY OF JAILS
NON-RESPONSE CALL INSTRUCTIONS

Project Manager: xxxxxxxxxx
Email: xxxxxxxx@census.gov

Phone: 301-763-3181
Survey Email: govs.asj@census.gov

Schedule of Operations

8/1/12 – Begin date for calls
8/24/12 – Finish date for calls

Material that will be provided to NPC

1 File - Non-Response Call Log Sheet (make copies)
1 File – General Fax Cover Sheet (make copies)

Questionniares NPC will be requesting

CJ-5
CJ-5A (Private Facility)
CJ-5D
CJ-5DA (Multi-Jurisdiction or Private Facility)

Methods of Return

- Fax (1-888-262-3974)
- Web (http://respond.census.gov/asj)
- Mail (the envelope was provided to them when we mailed out the packet – it's the Jeffersonville address)
- Phone (data can be collected by staff over the phone)

NPC Tasks

- Call each facility and ask the respondent to submit the questionnaire.
- Document the date of the call as well as the results of that call on the call log (ex. "Left voice mail", "respondent said…", "busy signal", "faxed/emailed the form", etc.). Make sure to put the Facility name, Facility ID, Respondent Name, and phone number (and/or email address) at the top portion of the call log.

Where to get the Non-Response Listing:

- Go to https://harvester.census.gov/cias/
- Log in using xxxxxxxxxxxx and xxxxxxxxxxxx Password
- Under "Survey Repository" the Annual Survey of Jails survey will be listed
- Click the "Launch" button located to the left of Annual Survey of Jails
- Two Non-response spreadsheets are on the front page of the site. Click on the appropriate list based on the current date.
  - Nonresponse Aug 1-10
  - Nonresponse Aug 13-24
- An excel spreadsheet will open that contains all of the non-response forms that need to be contacted during that time frame.
- As questionnaires are received and checked in, this list will decrease.
- Make sure to refer to this listing prior to calls. Questionnaires may have been received due to your previous call(s).
- To print blank non-response questionnaires so that you can fax them to the respondents to fill out, click the "Reports" link on the main page, then select the "NonResponse" link at the top of the page. Click the link for the appropriate respondent in the "AgencyName" column. A .pdf copy of their form will open. This copy has their User ID, Facility Name and Facility ID on the front page for identification when the form is returned by fax, mail, or email.

Call Guidelines

- Acceptable calling times are Monday through Friday 8:00am to 8:00pm EST or 11:00am to 5:00pm PST.
- If you get a busy signal or there is no voicemail, call back at a different time, but do not attempt more than three (3) times in the same day.
- If you get a non-working number, inform xxxxxxxxxxx who will contact the Project Manager for another number to provide to you.
- Calls should be done on a rolling basis for the appropriate facilities in that time period.

Script Examples

When speaking to the respondent or respondent's voicemail:

Introduction and Purpose of Call: "Hello my name is … (*your name*)… and I'm calling from the U.S. Census Bureau on behalf of the U.S. Department of Justice. I'm calling with regards to the 2012 Annual Survey of Jails CJ-(*state the number)* form which was mailed to you in mid-June and due back on July 31, 2012. As of today our records show that we have not received the questionnaire from you."

If leaving a message: "Please give us a call on (*your number*) and let us know when you'll be able to submit the questionnaire to us. If we do not hear from you then we'll call back in a few days. If you've already submitted, please disregard this message."

If speaking to respondent: "Do you know when you'll be submitting the questionnaire to us?"

If they provide a date: "Ok, I have that documented and we'll look for our questionnaire then. Thank you and have a wonderful day" [*Make sure you check your call log before making further calls. If they've given you a submission date that has not arrived yet, then do not call them. If the date has arrived then call them and follow up.*]

If they cannot provide a date: "Ok ma'am/sir this was just a reminder call. If we have not received your questionnaire in a few days, we will be calling back. Thank you and have a wonderful day."

If they say they've already submitted: "Thank you for your submission and we apologize for the burden. Do you remember when you submitted? And how did you submit (*fax, web, mail*)? Ok, we will verify this information and get back with you if we have any follow up questions. Thank you and have a wonderful day."

If they need another questionnaire: "Sure, we will send one right over. Is it best to fax you or email you?" [*Be sure to gather their email address or fax number, encourage them to submit through our online tool.*] "Thank you, I will be sending it in a few minutes. Please let me know if we can assist with anything else. Have a wonderful day." [Send the questionnaire to the respondent. Follow up with them if you still see the questionnaire on the non-response list.]

If they need their User ID and Password to complete the questionnaire via the Web: "Ok, let me look up your user ID and password for you." Provide the appropriate User ID and Password to respondent based on the file provided by the Project Manager. Be sure the respondent has the correct website URL address for submitting data (https://respond.census.gov/asj).

If they start asking about the purpose of the collection, etc.: "This information is for the 2012 Annual Survey of Jails, and is collected for the U.S. Department of Justice. The data on this questionnaire provides extensive information about our nation's jails, including facility characteristics and inmate counts. What I can do is refer you to the Project Manager who can answer any other questions or concerns you may have." [*Contact xxxxxxxxxx who will refer case to Project Manager*]

If they want to submit data over the phone: Be sure to fill in a correct paper form version with the data submitted over the phone. To print a blank form for individual respondents, log into the dissemination site and click the "Reports" link, then select the "NonResponse" link at the top of the page. Verify all written data with respondent before ending the call.

If they refuse to participate: Ask if they would be willing to provide four critical items, instead of having to submit the full form (I.1a – Confined population count, I.1b – Nonconfined population count, II.7 – Average daily population, II.8a – Rated capacity).

- If they are willing to provide this information, complete the appropriate ASJ form for that respondent (*see "If they want to submit data over the phone"*). Be sure to verify all data before ending the call.
- If they still refuse, ask them to provide a reason for the refusal so we can make note if it.

If facility is closed: Contact xxxxxxxxxx who will refer case to Project Manager. Do not contact this respondent further.

If speaking to someone who is not the respondent or cannot forward you to the respondent (or the respondent's voicemail): "Is there a good time to call (*state the respondent's name)* back?"

If yes: "Ok, thank you I will call back at that time"

If the respondent is no longer there: "Ok, do you know who has replaced them, or who may have received the survey package when it was mailed out in mid June?" [*when they give you the name*] "May I speak with that person?"

If the respondent is no longer there and the person on the phone can't give you any information: "Ok, thank you for your time, someone will be calling your office later to follow up. Have a wonderful day". [*Contact xxxxxxxxxxxxx who will notify the Project Manager so she can follow up*]

Again, make sure to document the outcome of each and every call that you make on the call log sheet.

After the non-response follow-up calls are complete, scan and email the log sheets to the Project Manager.