

### ***Contact 4A: Non-response Follow-up 1 [Telephone]***

Call primary contact at organizations **that have not provided the information**

#### **Talking directly to the primary contact**

Issues to be highlighted during a telephone call to primary contact from data collection staff: Indicate that you are calling on behalf of the U.S. Department of Labor's Women's Bureau regarding the **Women's Bureau National Database of Childcare Costs**.

1. Point out that they should have received a letter from Patricia Greene, Director of the U.S. Department of Labor, Women's Bureau and Shannon Christian, Director of Health and Human Services, Office of Child Care requesting that they provide Market Rate Survey information.

"We have been trying to contact you about Women's Bureau **National Database of Childcare Costs**. Patricia Greene, Director of the U.S. Department of Labor, Women's Bureau and Shannon Christian, Director of Health and Human Services, Office of Child Care sent a letter requesting that your office provide Market Rate Survey information from 1998 to present. At this time, we have not received the Market Rate Survey data and want to remind you about the importance of providing that data."

2. If needed, tell contact: "We are conducting this research to create a database that will provide the most comprehensive information on the price of childcare at the local level in the United States.
3. If needed, be prepared to respond to common questions such as
  - I am not the right person to do this
    - Response: Please let me know who the correct person is and I would be happy to contact him/her.
  - I don't know what you are talking about
    - Response: As I am sure you know, childcare has been identified as a barrier to employment and career advancement for women. The Women's Bureau is undertaking an initiative to develop the National Database of Childcare Costs. To support this initiative, we are collecting county-level data from the childcare Market Rate Survey (MRS) reports that states have conducted in order to evaluate how the prices that parents pay for childcare affect women's labor force participation
  - The MRS reports for my state do not include county-level data.

- Response: That is okay. Do you have access to copies of the final MRS reports and the raw data used to develop them? If so, you can submit via a secure portal to our data collection team.
4. Tell the respondent you will e-mail the instructions and be sure to verify the correct e-mail address.
  5. Ask the respondent if he or she has any questions and let them know that if they have any questions in the future, they can send an e-mail to [Kenley.Branscome@icf.com](mailto:Kenley.Branscome@icf.com) or 857-334-4966.

### **Leaving a message**

1. If the respondent cannot be reached, leave a voice-mail identifying yourself and the request, the purpose of the call, the date of letter referenced, and the action the respondent must take.

Voice-mail example: “Hello my name is [staff], and I’m calling on behalf of the U.S. Department of Labor, Women’s Bureau about the **National Database of Childcare Costs initiative**. We have been trying to contact you about receiving your state’s childcare market survey data and hope that you might be willing to provide the data. Please call us at xxx-xxx-xxxx when you have some time to discuss your participation in the research.”

2. During a call cycle, typically a week, leave only one message, but continue to try to contact respondents at different times of day throughout the cycle.