

Contact 4B: Incomplete Follow-up 1 [Telephone]

Call primary contact at agency that has submitted some, but not all of the requested information.

Talking directly to the primary contact

Issues to be highlighted during a telephone call to incomplete from data collection staff:

1. Indicate that you are calling on behalf of the U.S. Department of Labor's Women's Bureau regarding the **National Database of Childcare Costs**.

2. Thank them for the data that they provided and alert them to the missing data. For example:

“It looks like you provided data for some but not all of the years. Do you have all of the Market Research Surveys back to 1998?” Tell the respondent that we are trying to get complete information on some specific question(s) that have not been answered or we have incomplete information.

3. Tell the respondent you will e-mail the instructions and be sure to verify the correct e-mail address.

4. 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.

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 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 received your Market Rate Survey data for xxxxx years, but did not receive the data for xxxx years. We wanted to make sure that was not an oversight and to find out whether the missing data exists. Please call us at xxx-xxx-xxxx when you have some time to discuss this.”

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