OMB SUPPORTING STATEMENT: ATTACHMENT 5

WIOA SURVEY REMINDER CALL SCRIPT

1. Hello, may I speak to [RESPONDENT'S NAME]? IF NECESSARY: this is [INTERVIEWER'S FULL NAME] calling from Mathematica Policy Research.

      YES, PROCEED WITH REMINDER 1   GO TO Q2
      NOT A GOOD TIME 2   GO TO Q3

WHEN RESPONDENT COMES ON THE LINE:

2. Hello, this is [INTERVIEWER'S FULL NAME] from Mathematica Policy Research. I'm calling about the Workforce Innovation and Opportunity Act (WIOA) Implementation Evaluation, The WIOA Implementation Evaluation is an important study that we are conducting for the US Department of Labor. You may have received a letter or an email about the survey we are conducting as part of this study.

   This very important study will help DOL understand how the WIOA model is implemented across the United States. Hearing about the experience in [STATE] is very important and will help us understand how the WIOA model is implemented nationwide. For your convenience, the survey has been split into modules by topic area.

   Would you like to assign the modules to different staff members? This way, each staff person is notified of his/her specific module.

      YES...1   GO TO Q6
      NOT A GOOD TIME 2   GO TO Q5
      NO, NEEDS MORE INFORMATION 3   GO TO Q4

3. We are conducting an important research study for the US Department of Labor that includes a survey of states. We sent a letter and an email to [RESPONDENT NAME] recently and wanted to follow up to make sure it was received. When is a better time for me to call back?

   RECORD RESPONSE ON CONTACT SHEET.

4. The study is being jointly conducted by researchers from Mathematica Policy Research and Social Policy Research Associates on behalf of DOL. Hearing about the experience in [STATE] is very important and will help us understand how the WIOA model is implemented nationwide. Your responses will help DOL understand areas in which they need to provide further administrative guidance or assistance. The survey is split into modules so that it can be assigned to different staff to complete different modules. The survey should take approximately 3 hours per state. The survey covers several topics including planning, organization, partnerships, coordination, service delivery, program improvement, and other domains and subdomains of implementation. Can I provide you a link to the survey or answer any questions you may have?

<div align="center">

YES 1   GO TO Q7
NO...2   GO TO Q9

</div>

5. Thank you for your time! I am happy to give you a call back. The first module of the survey also allows you to designate staff to specific modules. Would you like me to provide you the link to the survey so that you can assign the modules online?

<div align="center">

CALL BACK 1   GO TO Q8
ASSIGN MODULES NOW 2   GO TO Q6
PROVIDE LINK TO ASSIGN ONLINE 3   GO TO Q7

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6. ASK FOR NAME, EMAIL ADDRESS, AND TELEPHONE NUMBER OF EACH STAFF PERSON

Module 1: State Workforce Lead

Name: _____ Email Address/Telephone:_____

Module 2: State-Level Planning and Regional Designations

Name: _____ Email Address/Telephone:_____

Module 3: State and Local Board Composition, Requirements, and Committees

Name: _____ Email Address/Telephone:_____

Module 4: AJC Operations (Certification, IFA/MOU, Effectiveness, Partners, and Improving Operations)

Name: _____ Email Address/Telephone:_____

Module 5: State-level customer support (businesses/employers and job seekers)

Name: _____ Email Address/Telephone:_____

Module 6: Performance Indicators and Reporting Systems (PIRL)

Name: _____ Email Address/Telephone:_____

7. Great! To confirm that I have the correct information, please provide me with your email address:

    Email: _____

8. Great! Is this the best phone number to reach you? When would you like me to give you a call back?

    Phone #: _____ Apt Time: _____

9. Thank you for your time. Is this the best phone number to reach you? When would be a better time to call back?

    Phone #: _____ Apt Time: _____

ANSWER QUESTIONS AS NEEDED. IF PREFERENCE IS TO SEND ANOTHER EMAIL, CONFIRM EMAIL ADDRESS. IF PREFERENCE IS TO CALL BACK, CONFIRM PHONE NUMBER. THANK RESPONDENT, END CALL AND UPDATE CONTACT SHEET.