Attachment 19
Sample Call Script for Data Quality Follow-up Calls

[IF CALL RINGS TO A GATEKEEPER]

Hello, this is <<INSERT NAME>> calling on behalf of the Bureau of Justice Statistics in the U.S. Department of Justice regarding the 2019 Census of State and Federal Adult Correctional Facilities. I am following up on a data request that we sent addressed to <<POC NAME>>. May I speak with <<POC NAME>>?

[IF CALL REACHES POC]

Hello, this is <<INSERT NAME>> calling on behalf of the Bureau of Justice Statistics in the U.S. Department of Justice regarding the 2019 Census of State and Federal Adult Correctional Facilities. I'm following up on a recent data request we sent you seeking some clarification on your responses to the census. It is important that we obtain complete data from all Adult Correctional Facilities. This should only take a few minutes; is now a good time to talk?

BEGIN READING QUESTION(s) THAT IS (ARE) MISSING INFORMATION OR HAVE INCONSISTENT RESPONSES.

Thank you for your time.

[IF LEAVING A MESSAGE]

Hello, this is <<INSERT NAME>> calling on behalf of the Bureau of Justice Statistics in the U.S. Department of Justice regarding the 2019 Census of State and Federal Adult Correctional Facilities. I'm following up on a recent data request we sent you seeking some clarification on your responses to the census. It is important that we speak with you to obtain complete data from all Adult Correctional Facilities. Please call our team back at 866-354-4993; this conversation should only take a few minutes of your time.