Attachment 15
Sample Call Script for Nonresponse Telephone Calls

[IF CALL RINGS TO A GATEKEEPER]

Hello, this is <<INSERT NAME>> calling on behalf of the Bureau of Justice Statistics (BJS) in the U.S. Department of Justice regarding the Census of State and Federal Adult Correctional Facilities. I am following up on the data collection invitation that was 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 (CCF). A few months ago, BJS sent an invitation to participate in this data collection. However, we are still missing data from <<facilities/the facility>> for which you are the designated respondent. We did not hear back from you, and I wanted to follow up to confirm that you received the request.

[IF QUESTIONS ABOUT THE SURVEY]

- Census of State and Federal Adult Correctional Facilities (CCF) has been conducted periodically since 1974; the last time a full census was conducted was in 2005.
- The CCF measures changes in national corrections landscape and establishes a list of facilities that informs other BJS collections.
- BJS will use the data collected only for research and statistical purposes.
- The survey will take approximately <<2 hours and 45 minutes/45 minutes>> to complete, including gathering some of the information and numbers you might need to compile.

[IF RESPONDENT RECEIVED THE INVITATION]

[OFFER ASSISTANCE TO COMPLETE]

Is there anything I can do to assist you in completing the questionnaire(s)? I can provide you a paper version of the questionnaire(s) if that's preferable.

[IF PROMPTING AGENCY TO COMPLETE ONLY CRITICAL ITEMS]

BJS considers the following questions to be most critical: <<INSERT ITEMS>>. Would you be able to provide responses to just those questions? I can record your answers now or schedule a time to call you that would be most convenient.

[IF AGENCY SAYS THEY DO NOT INTEND TO RESPOND]

Thank you for letting us know. Would you be able to provide responses to just those questions? I can record your answers now or schedule a time to call you that would be most convenient. Would you be willing to share with us why you have chosen not to participate?

[IF RESPONDENT DID NOT RECEIVE THE INVITATION]

Let me review the information we have on file for your agency. [REVIEW E-MAIL ADDRESS AND MAILING ADDRESS.]

Ask for the POC’s preferred method of contact and offer to re-send the information.