

# **Juvenile Residential Facility Census**

## **Non-Response Call Instructions**

**2015**



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# 1.1 General Information

## Contact Information

Sabrina Webb, Project Manager  
Phone: 301-763-4782  
Email: Sabrina.Webb@census.gov  
Survey Email: gov.s.jrfc@census.gov

## Questionnaires NPC will be requesting

CJ-15

## Schedule of Operations

Week of 4/27/15 – Begin 1<sup>st</sup> round of calls

Week of 5/4/15– Begin 2<sup>nd</sup> round of calls

## Material that will be provided to NPC

- 1) Blank PDF of CJ-15
- 2) Username and passwords for Web Submission

## Methods of Return

- Fax to NPC (NPC Fax Number: 1-888-262-3974)
- Web ( <https://respond.census.gov/jrfc> )

## Call Guidelines

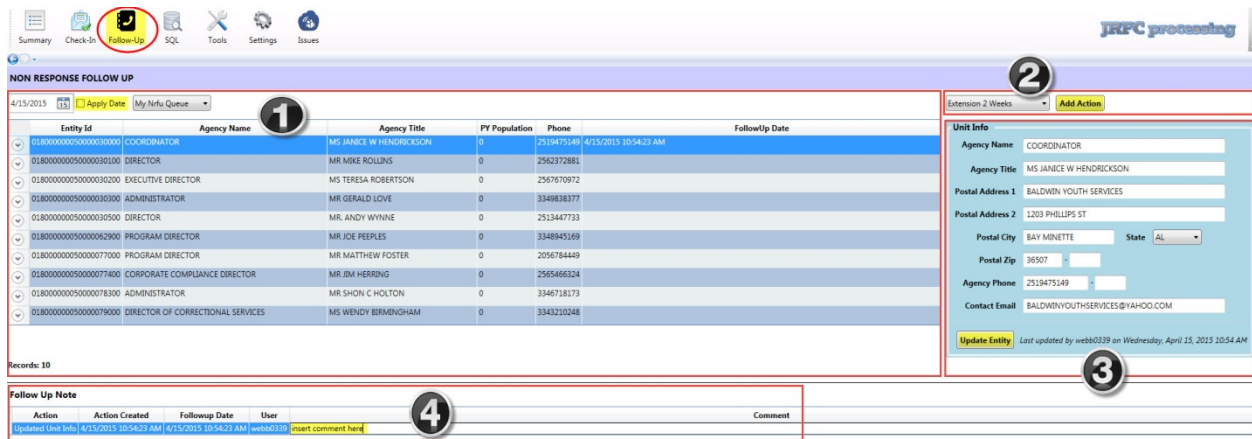
- Acceptable calling times are Monday through Friday 8:00am to 8:00pm EST or 11:00am to 5:00pm PST.
- If you get a busy signal **or** there is no voicemail, call back at a different time, but do not attempt more than three (3) times in the same day.

## Where to get the Non-Response Listing:

Non-response listing is now provided on LIGER in the ‘Non-Response Follow-up Module’ (NRFU). Details and instructions on use are included below.

# 1.2 Summary of NRFU Module

\*\*In order to get to this page click the “Follow-Up” phone button at the top left hand side of the screen.



The NRFU Module consists of 5 main parts that are on one single page for your convenience.

1. ‘My NRFU Queue’: list the facilities that you are responsible for calling. This section contains the facility ID, agency name, title, previous years juvenile population, phone number and follow-up date.
  - a. If there is an arrow to the left of the facility ID, this indicates a Central Reporter respondent. If you click the arrow it will then display the facilities associated with that particular Central Reporter (these facilities are detailed in section 1.3 below).
  - b. The ‘Apply Date’ box (which is highlighted) is used to filter by date. Default is set to unchecked; checking the box will return all available non-response facilities (this is useful if you want to view all the facilities that you have given an extension to). Only check the box in order to **view** all facilities, **do not add any actions while the ‘apply date’ box is checked.**
2. ‘Select NRFU Action’: This section contains the NRFU drop down menu, which you will be using to add specific actions. Make sure to click ‘add action’ after selecting an action (specific actions are detailed in section 1.4 below).
3. ‘Unit Info’: This section contains the specific unit information, which you are able to update.
4. ‘Follow-up Note’: This is the follow-up notes section that lists the action specified, date action created, follow-up date, user and any comments.
  - a. Once you have clicked ‘Add action’ (from box 2) you will be able to add comments.
5. ‘SAVE’: This is highlighted to emphasis that you must click the SAVE button in order for any of your updates to take place. If you do not click SAVE updates will not be recorded.

## 1.3 Central Reporters

Entity ID	Agency Name	Agency Title	PY Population	Follow-Up Date
10000000050000001600	DIRECTOR OF PROGRAMMING ACCOUNTABILITY	MS BETH DAVIS	810	5/4/2015 1:15:58 PM
10800000050000038500	DIRECTOR OF OPERATIONS	MR CHARLIE CHERVANIK	173	4/22/2015 12:49:07 PM
092001001050000001500	MANAGER RESEARCH AND QUALITY ASSURANCE	MR TONY SAUDEK	141	5/5/2015 12:49:11 PM
10800000050000038200	DATA INTEGRITY MANAGER	MR STEVE LONG	129	5/4/2015 1:17:10 PM
348097000056022038229	CAMP E-MA-ETU (BOOMER, NC) -- ECKERD YOUTH ALTERNATIVES INC			} Child Facilities
108009000055022038201	CAMP E-NINI-HASSEE (FLORAL CITY) -- ECKERD YOUTH ALTERNATIVES INC			
108027000055012038204	ECKERD YOUTH CHALLENGE PROG (BROOKSVILLE, FL) -- ECKERD YOUTH ALTERNATIVES INC			
348062000055131038219	CAMP-E-KU-SUMEE (CANDOR, NC) -- ECKERD YOUTH ALTERNATIVES INC			
108046000056040000000	OKALOOSA YOUTH ACADEMY	GULF COAST TREATMENT CENTER INC	114	4/22/2015 1:40:27 PM
108050000056090000000	PALM BEACH JUVENILE CORRECTIONAL FAC	YOUTH SERVICES INTERNATIONAL	104	5/5/2015 1:24:52 PM
01800000050000062900	PROGRAM DIRECTOR	MR JOE PEEPLES	99	5/4/2015 1:17:13 PM

- As mentioned previously, an arrow next to a facility indicates a Central Reporter respondent. The default facility displayed is the *parent* facility; once you click on the parent facility, it will display all of the *child* facilities.
  - For this non-response follow-up, you will only contact the **parent** facility, but you will request that they complete individual surveys for each child facility.
  - If you speak to a parent facility and they request you contact the child facility directly just select action “refer to analyst” and detail in the comments section.

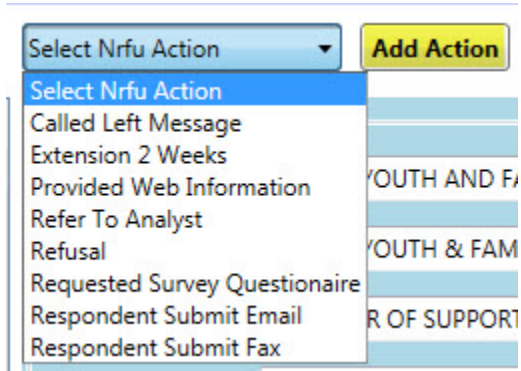
### FOLLOW-UP ASSIGNMENT

4/21/2015  Apply Date My Follow Up Queue

Entity ID	Agency Name	Agency Title
10000000050000001600	DIRECTOR OF PROGRAMMING ACCOUNTABILITY	MS BETH DAVIS
10800000050000038500	DIRECTOR OF OPERATIONS	MR CHARLIE CHERVANIK
092001001050000001500	MANAGER RESEARCH AND QUALITY ASSURANCE	MR TONY SAUDEK
10800000050000038200	DATA INTEGRITY MANAGER	MR STEVE LONG
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108009000055022038201	CAMP E-NINI-HASSEE (FLORAL CITY) -- ECKERD YOUTH ALTERNATIVES INC	
108027000055012038204	ECKERD YOUTH CHALLENGE PROG (BROOKSVILLE, FL) -- ECKERD YOUTH ALTERNATIVES INC	
348062000055131038219	CAMP-E-KU-SUMEE (CANDOR, NC) -- ECKERD YOUTH ALTERNATIVES INC	

- In order to verify the correct contact information is displayed, right click the parent facility and select ‘Show Contact Info’.

## 1.4 Action Details



The image shows a software interface for adding actions. At the top, there is a dropdown menu labeled "Select Nrfu Action" and a yellow button labeled "Add Action". The dropdown menu is open, showing a list of actions: "Select Nrfu Action", "Called Left Message", "Extension 2 Weeks", "Provided Web Information", "Refer To Analyst", "Refusal", "Requested Survey Questionnaire", "Respondent Submit Email", and "Respondent Submit Fax". To the right of the dropdown menu, there are several light blue rectangular buttons, some of which have text partially visible: "YOUTH AND F", "YOUTH & FAM", and "R OF SUPPORT".

You will select your specific action from the NRFU Action drop down menu. You can add as many action items to a specific facility as you like. Each action is detailed below:

**Called – Left Message:** Select this action if you left a voicemail for respondent. Only leave voicemail if you know you have reached the right person and/or the correct location. If possible, specify in comments section the person you left voicemail for.

**Extension – 2 weeks:** If in the specified period the survey has not been received then you will call them again. **Please specify the reason for extension in the comments section.** Various reasons for an extension are listed below:

- Respondent claimed they already completed survey online.
- Respondent claimed they already emailed survey.
- Respondent claimed they already mailed survey.
- Respondent cannot speak to you at this time.
- Respondent has told you they will submit the form via mail.
- There may also be instances where a unit will request a time extension, or tell you that they cannot submit their form until a certain time after closeout. When that occurs, ask the respondents if they have an idea of when they will submit the survey and record the date they plan to submit in the comment section.

**Provided Web Information:** Some respondents may ask you for the url and survey key so that they can complete the survey online. Select this action if you provided respondent with their log in information to complete the survey online.

**Refer to Analyst:** Select this action under the following circumstances and specify reason in comments section (reasons include but are not limited to the following):

- No number listed.
- Parent facility requests you contact child facility.
- Wrong number dialed or reached.
- If you reached an incorrect location.
- The respondent has numerous questions.

- If the respondent wants to complete the questionnaire over the phone.
- If the respondent has attempted to complete the survey online but is having difficulty.
- If there is a language issue.
- If a special skill is needed.
- If a privacy screening service is reached.
- If you experience an immediate hang-up.
- Bad telephone connection.

**Refusal:** Select this when the respondent is refusing to complete the survey. In the comments section you can specify who exactly refused (if it was someone other than the respondent) and the reason for the refusal.

**Requested Survey Questionnaire:** Select this action if the respondent requested a copy of the survey questionnaire. Please specify in comment section if respondent wants survey questionnaire emailed or faxed.

**Respondent Submit - Email:** Select this action if the respondent has told you they will submit the form via email. Please have respondent email survey to [govs.JRFC@census.gov](mailto:govs.JRFC@census.gov)

**Respondent Submit - Fax:** Select this action if the respondent has told you they will submit the form via fax. Please have respondent fax survey to 1-888-262-3974.

**Updated Unit Info:** Select this action if you updated any unit information.

# 1.5 Making a Call

The screenshot displays the 'NON RESPONSE FOLLOW UP' interface. At the top, there are navigation icons for Summary, Check-In, Follow-Up, SQL, Tools, Settings, and Issues. The main area features a table with columns: Entity Id, Agency Name, Agency Title, PY Population, Phone, and Followup Date. A 'Unit Info' form is open on the right, containing fields for Agency Name, Agency Title, Postal Address 1, Postal Address 2, Postal City, Postal Zip, Agency Phone, and Contact Email. Below the table is a 'Follow Up Note' section with a table for recording actions, including columns for Action, Action Created, Followup Date, User, and Comment. A 'Save' button is located at the bottom right.

Entity Id	Agency Name	Agency Title	PY Population	Phone	Followup Date
01800000050000030000	COORDINATOR	MS JANICE W HENDRICKSON	0	2519475149	4/15/2015 10:54:23 AM
01800000050000030100	DIRECTOR	MR MIKE ROLLINS	0	2562372881	
01800000050000030200	EXECUTIVE DIRECTOR	MS TERESA ROBERTSON	0	2567670972	
01800000050000030300	ADMINISTRATOR	MR GERALD LOVE	0	3349838377	
01800000050000030500	DIRECTOR	MR ANDY WYNNIE	0	2513447733	
01800000050000062900	PROGRAM DIRECTOR	MR JOE PEEPLES	0	3348945169	
01800000050000077000	PROGRAM DIRECTOR	MR MATTHEW FOSTER	0	2056784449	
01800000050000077400	CORPORATE COMPLIANCE DIRECTOR	MR BIL HERRING	0	2564666324	
01800000050000078300	ADMINISTRATOR	MR SHON C HOLTON	0	3346718173	
01800000050000079000	DIRECTOR OF CORRECTIONAL SERVICES	MS WENDY BIRMINGHAM	0	3343210248	

Action	Action Created	Followup Date	User	Comment
Updated Unit Info	4/15/2015 10:54:23 AM	4/15/2015 10:54:23 AM	web60339	insert comment here

1. Click on facility you wish to call.
2. Dial the phone number provided in the phone number column (if no number provided select action “refer to analyst”).
  - o Refer to call script below for examples on speaking with respondents.
3. Once call complete select specific action from drop down menu.
4. Add action
  - o Update unit information if needed.
5. Write any comments if needed.
6. Click save.



## 1.6 Example of a Script

**When speaking to the respondent or respondent's voicemail:**

### **FOR SINGLE UNIT NON-RESPONSE**

**Introduction and Purpose of Call:** "Hello my name is ... (*your name*)... and I'm calling from the U.S. Census Bureau. I'm calling with regards to the Juvenile Residential Facility Census, which was mailed to you in mid October and was due back on November 28, 2014. As of today, our records show that we have not received the questionnaire from you.

### **FOR MULTIUNIT NON-RESPONSE**

**Introduction and Purpose of Call:** "Hello my name is ... (*your name*)... and I'm calling from the U.S. Census Bureau. I'm calling with regards to the Juvenile Residential Facility Census, which was mailed to you in mid October and was due back on November 28, 2014. As of today, our records show that we have not received the questionnaire from one or more of your facilities."

**If leaving a message:** "Please give us a call on (*your number*) and let us know when you'll be able to submit the questionnaire to us". If we don't hear from you then we'll call back in a few days. If you've already submitted please disregard this message."

**If speaking to respondent:** "Do you know when you'll be submitting the questionnaire to us?"

**If they provide a date:** "Ok, I have that documented and we'll look for our questionnaire then. Thank you and have a wonderful day."

**If they cannot provide a date:** "Ok ma'am/sir this was just a reminder call. If we have not received your questionnaire in a couple of weeks we'll be calling back. Thank you and have a wonderful day."

**If they say they've already submitted:** "Thank you for your submission and we apologize for the burden. Do you remember when you submitted? And how did you submit (*fax, web, mail*)? Ok, we will verify this information and get back with you if we have any follow up questions. Thank you and have a wonderful day."

**If they need another questionnaire:** "Sure, we will send one right over. Is it best to fax you or email you?" [*verify the fax number/email address*] "Thank you, I will be sending it in a few minutes. Please let me know if we can assist with anything else. Have a wonderful day." [*Prior to sending the questionnaire, place the 21 digit facility ID and Facility Name on front cover of blank questionnaire using the label maker. If being sent via email, Scan the PDF with ID and facility name. before sending it to the respondent.*]

**If they need their User ID and Password to complete the questionnaire via the Web:** Provide the user with their user ID, which is the facility's 21 digit ID. Instruct the user that passwords are case sensitive.

**If speaking to someone who is not the respondent or cannot forward you to the respondent (or the respondent's voicemail):** “Is there a good time to call back (*state the respondent's name*)?”

**If yes:** “Ok, thank you I will call back at that time”

**If the respondent is no longer there:** “Ok, do you know who has replaced them, or who may have received the survey package when it was mailed out in mid October?” [*When they give you the name*] “May I speak with that person?”

**If the respondent is no longer there and the person on the phone can't give you any information:** “Ok, thank you for your time, someone will be calling your office later to follow up. Have a wonderful day.” [*Refer to analyst*]

**If the respondent says they want to complete the survey over the phone:** Get a date and time that would be convenient to call them back and inform the respondent that someone will call them back to complete the form over the phone. [*Refer to analyst*].

NON RESPONSE FOLLOW UP

4/15/2015   My Nrfu Queue

Extension 2 Weeks

Entity Id	Agency Name	Agency Title	PY Population	Phone	FollowUp Date
01800000050000030000	COORDINATOR	MS JANICE W HENDRICKSON	0	2519475149	4/15/2015 10:54:23 AM
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01800000050000078300	ADMINISTRATOR	MR SHON C HOLTON	0	3346718173	
01800000050000079000	DIRECTOR OF CORRECTIONAL SERVICES	MS WENDY BIRMINGHAM	0	3343210248	

Records: 10

**Unit Info**

Agency Name:

Agency Title:

Postal Address 1:

Postal Address 2:

Postal City:  State:

Postal Zip:  -

Agency Phone:  -

Contact Email:

Last updated by webb0339 on Wednesday, April 15, 2015 10:54 AM

**Follow Up Note**

Action	Action Created	Followup Date	User	Comment
Updated Unit Info	4/15/2015 10:54:23 AM	4/15/2015 10:54:23 AM	webb0339	<input type="text" value="insert comment here"/>

NON RESPONSE FOLLOW UP

4/15/2015 15 Apply Date My Nrfu Queue

3. Select Action.

4. Add Action.

1. Click on Facility you wish to call.

2. Dial Phone Number.

Entity Id	Agency Name	Agency Title	PY Population	Phone	FollowUp Date
018000000050000030000	COORDINATOR	MS JANICE W HENDRICKSON	0	2519475149	4/15/2015 10:54:23 AM
018000000050000030100	DIRECTOR	MR MIKE ROLLINS	0	2562372881	
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018000000050000079000	DIRECTOR OF CORRECTIONAL SERVICES	MS WENDY BIRMINGHAM	0	3343210248	

Extension 2 Weeks

Add Action

**Unit Info**

Agency Name: COORDINATOR

Agency Title: MS JANICE W HENDRICKSON

Postal Address 1: BALDWIN YOUTH SERVICES

Postal Address 2: 1203 PHILLIPS ST

Postal City: BAY MINETTE State: AL

Postal Zip: 36507 -

Agency Phone: 2519475149 -

Contact Email: BALDWINYOUTHSERVICES@YAHOO.COM

Update Entity Last updated by webb0339 on Wednesday, April 15, 2015 10:54 AM

\*\*If needed, update unit info.

Records: 10

Follow Up Note

Action	Action Created	Followup Date	User	Comment
Updated Unit Info	4/15/2015 10:54:23 AM	4/15/2015 10:54:23 AM	webb0339	insert comment here

5. Add Comments.

6. Click SAVE.

Save