Non-response Follow-up Phone Scripts & Conversational Topics

Initiate Non-response Follow-up: Phone Script

- **Introduce yourself**
  - *Hello. My name is* **<<First name Last name>>** *and I am calling from <<Contractor>> on behalf of the Bureau of Justice Statistics regarding <<Annual Probation Survey (APS), Annual Parole Survey (APS), Annual Surveys of Probation and Parole (ASPP)>>. May I speak to* **<<Data Provider/Agency Head>>***?*
- **Indicate the reason for the call**
  - *We recently sent to your attention a survey packet describing the study.*
- **Continue the conversation**, based on information you uncovered while reviewing the case.

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- **Generic Language**
  - *I'm calling now because our records indicate that we have not yet received the survey data for your* **<<probation/parole>>** *agency for <<Current year>>. Is there anything I can do to assist your agency in submitting the survey data?*

or

  - *The <<current year>> survey was due on February 28 and we haven't received your survey yet. I'm calling to see if you will be able to provide the necessary survey data for your* **<<probation/parole>>** *agency and if there is anything I can do to assist you in submitting your survey.*

- **Targeted Language for prior year non-responding agencies (Don't use if new data provider this year.)**
  - *I'm calling now because our records indicate that we do not have the survey data for your <<probation/parole>> agency from <<prior year>> or <<current year>>. I wanted to see if you will be able to provide data for <<current year>> and if there is anything I can do to assist you in submitting the survey.*
- **Targeted Language for Pilot Participants**
  - *I'm calling now because our records indicate that we have not yet received the survey data for your* **<<probation/parole>>** *agency for <<Current year>>. As we outlined in the survey invitation, your agency was selected to participate in a new version of the survey this year. Do you have any questions about the new form or is there anything I can do to assist you in submitting the survey data?*

Initiate Non-response Follow-up: Voicemail Script

- If the data provider does not answer the phone, leave a voicemail message or a message with the gatekeeper.
- Hello. My name is <<First name Last name>> and I am calling from <<Contractor>> on behalf of the Bureau of Justice Statistics regarding the <<Annual Probation Survey (APS), Annual Parole Survey (APS), Annual Surveys of Probation and Parole (ASPP)>>. <<Generic message, Alternate generic message, If agency did not respond in prior year>> Please contact me, toll-free, at <<XXX-XXX-XXXX>> extension <<extension>>. Again, that number is <<XXX-XXX-XXXX>> extension <<extension>>. Thank you; I look forward to talking to you at your earliest convenience.

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Initiate Non-response Follow-up: Conversational Topics

- Address concerns
  - If a data provider wants to participate, but does not want to use the web survey, offer to take the data over the phone or send a paper copy (mail, e-mail, or fax).
  - If a data provider is hesitant to participate because they do not have a good data tracking system, let them know that we accept estimates.
  - Offer to send the study information again.
  - Ask how they would prefer to receive the information (mail, e-mail, or fax) and confirm contact information.
  - If you learn that you need to speak with someone other than the data provider on record, call that person. Follow through with agency contacts until you reach or leave a message for the proper person.
- Pilot Concerns
  - Why are you changing the questionnaire?
    - To better capture the changes to standard <<probation, parole, probation and parole>> practices that have occurred in the last few years, we are testing a new version of the survey for 20XX.
    - These changes will update the collection to better reflect current supervision practices and data needs of practitioners and researchers in the community corrections field.
    - We want to obtain feedback from agencies on the new questionnaire, both on its content and the amount of time it takes you to complete.
  - How was I selected?
    - You were selected randomly from a group of previous year survey participants
  - How long will this take:
    - For former CJ8 participants: This will take about the same amount of time as last year. Maybe 5 additional minutes
    - For former CJ8A Participants: This will take a bit longer than last year, about 95 minutes total.
- Answer questions
  - **Is this mandatory?** No; however…
    - The statistics produced are imperative to understanding the characteristics of the total population of persons under correctional authority.
    - Data such as these are used by state and local criminal justice officials to justify budgets, compare changes in populations with comparable jurisdictions, and track outcomes of those on probation.
    - There is no other ongoing, comprehensive, nationally representative survey of the probation population.
  - **How long will the survey take?**
    - CJ-7 (parole) takes an average of 1.5 hours.
    - CJ-8 (probation long) takes an average of 1.5 hours.
    - CJ-8A (probation short) takes an average of 30 minutes.
    - The pilot (some former CJ8 and CJ8A Participants) takes an average of 95 minutes.
    - Users can start, save, and return to the survey at any time.
- Enter data
  - If an agency wants to complete the form while on the phone with you, log in as the agency https://bjs-aps.org/login.aspx. The UID and Password are available in the SMS.
  - Read each question to the respondent and enter their responses.
  - There is a field at the end of each question that allows you to enter any additional notes that the respondent provides.
  - You may be prompted on some of our data errors.
  - When you click **Submit** at the end of the survey it will trigger an e-mail to the data provider.
- Negotiate due date

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    - Suggest a due date in two weeks (from the current date) unless the agency describes circumstances where they will not be able to submit during that time.
    - If the date is more than a month away, let the agency know that we will check in with them in a few weeks to confirm that they are on track for the new due date.
    - Check in with the agency every two weeks to confirm they are on track for submission.
- Employ refusal conversion
    - We can accept estimates in lieu of exact counts.
    - We can collect the information via phone or send a form via mail, e-mail or fax.
    - If neither of those options work for the data provider:
        - *I understand the challenges presented by this survey request. I wonder if it might be possible to obtain just a few items from your agency as the data collected by this survey are not available through any other source.*
        - Focus on Questions 1 – 5 for all forms.
    - **As a last resort**, if we have data from the prior year for the agency, talk to them about using those numbers as a basis for estimating the new numbers.
        - *Your population on 12/31/<<PRIOR YEAR>> was XXXX. Is that an accurate estimate for 12/31/<<CURRENT YEAR>>?*
        - If yes, enter the prior year value as both q1 and q4. ***Additional information provided on handout.***
        - If no, ask for an updated estimate for 12/31/<<CURRENT YEAR>> and note that the 1/1/<<CURRENT YEAR>> value will be entered as XXXX (whatever they entered for 12/31/<<CURRENT YEAR>>).