

Appendix M: Web-Based Survey Completion Telephone Follow-up Script

Hello [insert name of respondent], my name is [Name]. I'm from CNA.

[##] weeks ago, you should have received an email invitation to complete a survey being conducted by CNA in collaboration with the Office of Child Care and the Office of Planning, Research, and Evaluation at the Administration for Children and Families. The survey is part of a larger study examining the implementation of the out-of-state background check requirements mandated by the Child Care and Development Block Grant Act of 2014. The survey questions focus on how your state or territory conducts the in-state and out-of-state background checks required by the Act.

On behalf of CNA and the ACF, I hope you will take time to complete the survey. The data collected through the survey will be used to support the development of promising solutions to strengthen nationwide implementation of child care background checks and provide states and territories with additional support to facilitate implementation. The information that you provide will not be used for punitive or compliance-related decisions or actions.

Do you anticipate you will have time to complete the survey within the next few days?

This study also includes in-depth, semi-structured interviews with administrators at the lead child care agencies. Once we've received your completed survey, we will be reaching out to you again to schedule an interview to learn more about the successes and challenges you've encountered in the implementation of the interstate background check requirements.

This survey is completely voluntary and individual responses will not be attributed to you. Information collected will be kept private to the extent permitted by law. Responses may be combined and shared in aggregate at the state level with ACF to inform technical assistance resources.

Another option is to complete the survey questions during the interview. Is that a preferable option for you?

[If Yes]: Okay, great. Let's schedule an interview for sometime within the next two weeks. Which dates and times would work best for you?

[For respondents who plan to complete the survey online]: Would you like me to resend the survey link to you?

[For both respondents who plan to complete the survey and those who would prefer to incorporate survey questions into the interview]: If you have any questions about the study or the survey, you may reach us at ([Project Email TBD@CNA.org](mailto:Project_Email_TBD@CNA.org)) or call us at (XXX) XXX-XXXX.

Again, we appreciate your time and feedback in helping us to better understand how states and territories have implemented the interstate background checks and how ACF can better support states and territories in their implementation efforts.