

CIP Administrator Web Survey: Non-Responder Telephone Script

Hello [insert non-responder name], this is [insert your name] with [insert affiliation]. I'm following up to make sure you don't miss the opportunity to participate in a survey we sent you about the timing of court hearings and the use of pre-hearing conferences in your state. The survey will help us plan for a future study or studies that will examine the factors associated with judicial decision-making and hearing quality in child welfare cases, and the influence those factors may have on judges' reasonable efforts decisions and case outcomes. Your responses will help us understand which sites may be appropriate for this important research. Importantly, you will be contributing to the broad body of knowledge regarding what works to improve child welfare court practice.

Did you receive an email with a link to a short online survey?

DIDN'T RECEIVE: I'm sorry to hear that. Can I re-send you the link? [confirm best email to send the link to]. The email with the link to the survey, as well as a link to a brief description of the research project, will be in your inbox shortly. The survey should only take 10–15 minutes of your time and is voluntary. The responses provided to the survey will help us make decisions about what sites could be appropriate for our future research study or studies. Do you have any questions about the survey or research project? Thanks, I appreciate the time you spent with me today to discuss this project. Good-bye.

SAW EMAIL BUT DIDN'T HAVE A CHANCE TO RESPOND YET: That's okay, I know there are a lot of things on your plate. When you get a chance, if you could complete the survey, we'd really appreciate it. The survey is short, so it should only take 10–15 minutes. I can re-send you the link to the survey if that makes it easier. [confirm best email to send the link to]. Thanks very much! Good-bye.

I DON'T HAVE TIME TO TAKE THE SURVEY: I understand. We kept the survey short to make it as easy and convenient as possible, but we don't want to be a burden either. We know that you are very busy, especially given the challenges presented by the COVID-19 pandemic. Is there another CIP staff person that could complete the survey for you?

IF YES: That's great – if you could provide us that person's email address, we will follow-up with that person directly and send an invitation and link to survey [get email address]. Thanks very much for your time today – Good-bye.

IF NO: Okay, if you get some time to respond, I'd really appreciate it but please don't feel pressured to if you don't have the time. Thank you for your time today. Good-bye.

The Paperwork Reduction Act Statement: This collection of information is voluntary and will be used to help us understand which sites would be appropriate for a future study or studies that will examine hearing quality and judicial decision-making in child abuse and neglect cases. Public reporting burden for this collection of information is estimated to average 10–15 minutes per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number and expiration date for this collection are OMB #: 0970-0356, Exp: 06/30/2021. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to Anne Fromknecht; fromknecht@jbassoc.com.