

## **Juvenile Residential Facility Census (JRFC) Central Reporter Verification Instructions**

### **Contact Information**

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### **Schedule of Operations**

- 8/29/2017 – 9/2/2017

### **Material that will be provided to NPC**

- Excel file with list of Central Reporters
- Central Reporter Verification Instructions, Questions & Form

### **Methods of Return**

- Email to gov.s.jrhc@census.gov
- Fax to NPC 1-888-262-3974

### **NPC Tasks**

- Call each Central Reporter and verify contact information and the number of child facilities associated with the central reporter
- If contact information is different from the information on the original Central Reporter spreadsheet, staff will update contact information on the Central Reporter Verification Form.
- If the number of child facilities is different than the number listed on the Central Reporter spreadsheet, staff will note which child facility to remove or add on the verification form. If a facility is added to the list, headquarters staff will be responsible for gathering additional information regarding that facility.
- If contact information or number of child facilities remains the same, staff will write 'No change' for that central reporter.
- Staff will document the date and results of all calls on the verification form (ex. "Left voice mail", "respondent said...", "busy signal", "respondent faxed/emailed" etc.) Make sure to put the Facility name, Facility ID, Respondent Name, and phone number (and/or email address) at the top portion of the verification form.
- Once all Central Reporter information has been verified, staff will submit completed forms to their supervisor. Supervisor will then send all forms to headquarters.

### **Call Guidelines**

- Acceptable calling times are Monday through Friday 8:00 a.m. to 4:30 p.m. EST.
- 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.
- If you reach a non-working number send referral to on-site analyst as soon as possible to facilitate research for another number.

### **Where to access the Central Reporter listing:**

M Drive (ERD\_Share)\NPC Training\Central Reporter Verification

## Making a Call

**Introduction and Purpose of Call:** *“Hello my name is ... (your name)... and I’m calling from the U.S. Census Bureau. I am calling in regards to the upcoming Juvenile Residential Facility Census. We are making calls in order to verify contact information and number of facilities is correct in our database. First, I have a point of contact listed as (name of contact).”*

**Leaving a Voicemail:** *“Hello my name is ... (your name)... and I’m calling from the U.S. Census Bureau. I am calling in regards to the upcoming Juvenile Residential Facility Census. We are making calls in order to verify contact information and number of facilities is correct in our database. Please give us a call back on (your number). If we do not hear from you, we will call back tomorrow. If you’ve already spoken to someone and provided updated information, please disregard this message.”*

- Call every day but only leave a voicemail once every three days.

**\*\*If speaking to the respondent and they can answer questions, please refer to the questions below and use the Respondent Verification Form to record their responses.**

**If speaking to the respondent and they cannot or will not answer questions over the phone:**

*“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 no: *“Ok, thank you for your time, someone will be calling your office later to follow up. Have a wonderful day.”* [Refer as soon as possible for HQ follow up.]

**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 no: *“Ok, thank you for your time, someone will be calling your office later to follow up. Have a wonderful day.”* [Refer as soon as possible for HQ follow up.]

**If the respondent is no longer there:**

*“Ok, do you know who has replaced them?”*

[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 as soon as possible for HQ follow up.]

**If the respondent says they want to schedule a time to update their information 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 at that time.

**If the respondent says they want to email/fax updated information:** Provide respondent with email [govs.jrffc@census.com](mailto:govs.jrffc@census.com) or NPC fax number 1-888-262-3974.

## Instructions

- The central reporter you will be contacting is highlighted in green on the spreadsheet. Next to their name in parentheses is the amount of child facilities (you will need to reference this number during calls so take note on verification form).
  - Fill out this central reporter information on verification form before you begin your call.
- Contact respondent and ask them questions below. Record questions as instructed.
- Write any notes in the notes section, for example 'left voicemail', 'busy signal', 'respondent said...', etc.
- Once you are finished, give forms to your supervisor. Supervisor will then fax forms to HQ 1-888-891-2099.

## Questions to ask Respondents

1. *“Are you the point of contact (POC) for all of the facilities, or do you have an individual contact for each facility?”*
  - If respondent is POC for all facilities: *“Does your name and/or contact information need to be updated?”*
    - If no, write 'no change' on form.
    - If yes, record updated information on form.
  - If the respondent has an individual contact for each facility: *“Thank you, you do not need to provide that information now. We will obtain that information during collection in October.”* Write 'individual' on the form.
2. *“Currently we have (insert amount of facilities listed for central reporter) on file. Is this number correct?”* \*\*number of child facilities is in parentheses next to respondents name on spreadsheet.
  - If number has not changed then write 'no change' on form.
  - If number decreased: *“Did you have any facilities close?”* Write 'closed facility' on form and record name & ID of facility on form.
  - If number increased: *“Did you have any new facilities open?”* Write 'new facility' on form and record new facility name.