

JCAMP Caregiver Survey: Non-Responder Phone 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 your court experience for a project called JCAMP. The goal of this survey to provide information about caregivers' experiences with child welfare courts. What we don't know yet is how we can better support caregivers who experience these types of court hearings. We sent an email with a link to a survey a few weeks ago. Did you receive an email with a link to an online survey?

DIDN'T RECEIVE: I'm sorry to hear that. Where can I re-send you the link? [confirm best email to send the link to]. The email with the link to the survey will be in your inbox shortly. The survey should take 5 minutes of your time. Taking the survey is voluntary; you are not required to take it. If you choose to take the survey, any information will be kept private to the extent permitted by law. Do you have any questions about the survey or JCAMP 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. The survey should take between 5 minutes. When you get a chance, if you could complete the survey, we'd really appreciate it. What e-mail can I resend the invite link to? [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 know that you are very busy. Thank you for taking the time to talk with me today. Goodbye.

The Paperwork Reduction Act Statement: This collection of information is voluntary and will be used to help us understand parent/caregiver experiences with child welfare courts. Public reporting burden for this collection of information is estimated at 5 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-XXXX, Exp: XX/XX/XXXX. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to Dr. Alicia Summers; alicia.d.summers@gmail.com and Dr. Sophia Gatwoski; sgatowski@ymail.com.