

**Job Openings and Labor Turnover Survey
CATI Script
Enrollment**

(Person answers)

Hello, may I please speak with [contact's name or title]?

If contact is not available, schedule a callback appointment.

(Contact answers)

Hello, this is [name] calling for the U.S. Department of Labor. Recently, I mailed you a packet about an important program of economic indicators for the nation--the Job Openings and Labor Turnover program.

Describe the packet:

I sent a blue and orange folder that included a letter, a couple flyers about the program, and a copy of the reporting form. Did you receive this packet of materials?

If packet was not received:

Verify the address and re-mail, or fax the letter and reporting form.

If packet was received:

Did you get a chance to read the materials?

The job openings and labor turnover experienced by [company name] has been selected to represent many other establishments in your industry. These counts of job openings, hires, and separations help to measure the demand for labor and to track the health of the economy.

Please take a look at the form that was included in your package. This form lists the data that we would like to collect from your organization. We are interested in only a few items: the total number of employees at your organization for the pay period that includes the 12th of the month, a count of job openings on the last business day of the month, and hires and separations for the entire month. The information you supply is crucial to spotting trends that affect both your industry and the national economy as a whole.

We would like you to provide this information once a month [for the next 36 months]. For the first several months I will contact you at a pre-arranged date and time to collect these few items. You can use the form included in the packet to record your organization's counts of employment, job openings, hires, and separations as soon as they are available. In the past, we have found that pre-recording the data makes the interview go more quickly. If you have questions about a particular situation, we can discuss it during the call. After several months, we would like for you to begin reporting your data using our automated collection system.

If respondent seems reluctant:

As you may know, the U.S. Department of Labor is a federal agency that provides state and national labor market information, such as the monthly employment counts and unemployment rates, and leading economic indicators such as the Consumer Price and Producer Price Indexes.

If respondent does not agree to participate, end the call as taught in training.

If respondent agrees to participate, schedule an appointment for the first month's data collection:

Thank you for your cooperation. I will call next month to collect these few data items. What is the earliest date the data will be available? And what would be a convenient time to call and collect the data?

Enter appointment month, day and time into scheduler.

It will be helpful if you use the form I sent to record the information for your organization. The instructions on the back of the form should help you understand what we're collecting. Also, if you have the form available when I call next month the interview should go more quickly.