Attachment 10. Nonresponse Script Calls

Example of a Script for Nonresponse Calls

If the call goes to voicemail:

Hello, my name is (*your name*) and I'm calling from the U.S. Census Bureau on behalf of the U.S. Department of Justice, Bureau of Justice Statistics. I'm calling with regards to the [YEAR] Survey of Sexual Victimization which was mailed to you the end of September. As of today, our records show that we still have not received the questionnaire from your facility (*the due date was **Month Day, Year***). If you need a time extension or another copy of the forms, I would be happy to email, fax, or direct you to our website for completion, please call me at *(your number).* If you have any questions about completing the forms, you may call Greta Clark at 1-800-253-2078. Thank you for your time and attention to this important survey.

If someone (*not* the listed *respondent*) answers the phone:

Hello, my name is (*your name*) and I'm calling from the U.S. Census Bureau on behalf of the U.S. Department of Justice, Bureau of Justice Statistics. I'm trying to reach (*respondent's name*) about the [YEAR] Survey of Sexual Victimization. Can you assist me with this survey?

> **If they forward your call to the respondent:**
>
> *See below pages for phone scripts.*
>
> **If they cannot forward your call but do not say (*the respondent*) is no longer there:**
>
> When is a good time for me to reach (*the respondent*)? Thank you.
> (*Log the day and time*)
>
> **If the respondent is no longer there:**
>
> Can you direct me to someone who handles PREA matters, such as the PREA Coordinator? (*Note the new name and phone number, if possible*)
>
> (If *no*)
> Thank you for your time. (*Refer to Analyst*, *Greta Clark*).

If the *respondent* answers the phone:

Hello, my name is (*your name*) and I'm calling from the U.S. Census Bureau on behalf of the U.S. Department of Justice, Bureau of Justice Statistics. I'm calling with regards to the [YEAR] Survey of Sexual Victimization which was mailed to you in [MONTH]. Our records show that

we still have not received the questionnaire from your facility (*the due date was **Month Day, Year***). Do you need more time?

If they say they are not going to respond:

Thank you for your time (*Refer to Analyst, Greta Clark*).

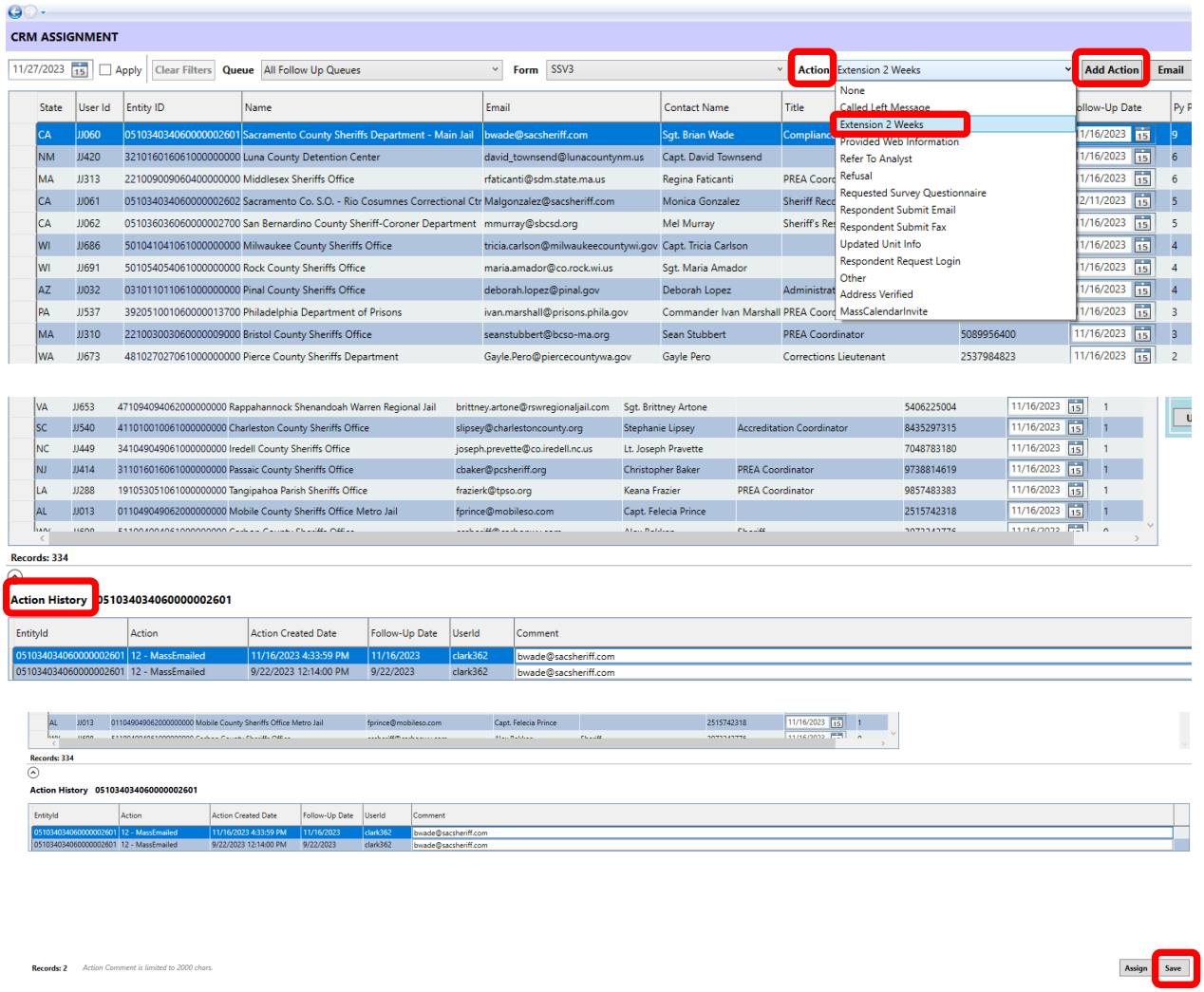
If they need a time extension:

Will two weeks be enough time?

(If *yes*)

Thank you. I have entered a two week extension for you. If you have any questions about the survey, please call Greta Clark at 1-800-253-2078. Thank you.

Then the Analyst will need you to go into GPS and mark this. Do this within the CRM Assignment tab, under the Action drop down menu, click **Extension 2 weeks** and then click **Add Action** to save it into the **Action History** below, automatically. Hit the Save button at the bottom if you want to add a comment.



(If *they need more time*)
The maximum amount of time I can give you is X weeks. Please do what you can in that time. If you find you need additional time, please call Greta Clark at 1-800-253-2078. Thank you.

If they say they've already submitted their forms:

Thank you. Can you tell me when you submitted your forms? (*Note the date*)

Do you know how you submitted them? On the website or thru the mail?

Did you keep a copy for your records?
(*If they have a copy, ask*)
Would it be possible for you to send me a copy today? You could fax me a copy to 1-888-262-3974.

(*If they do not have a copy, say*)
I will double check to see if we have your forms and get back to you with any follow-up questions. Thank you.

If they want fillable PDFs:

Do you have web access right now?

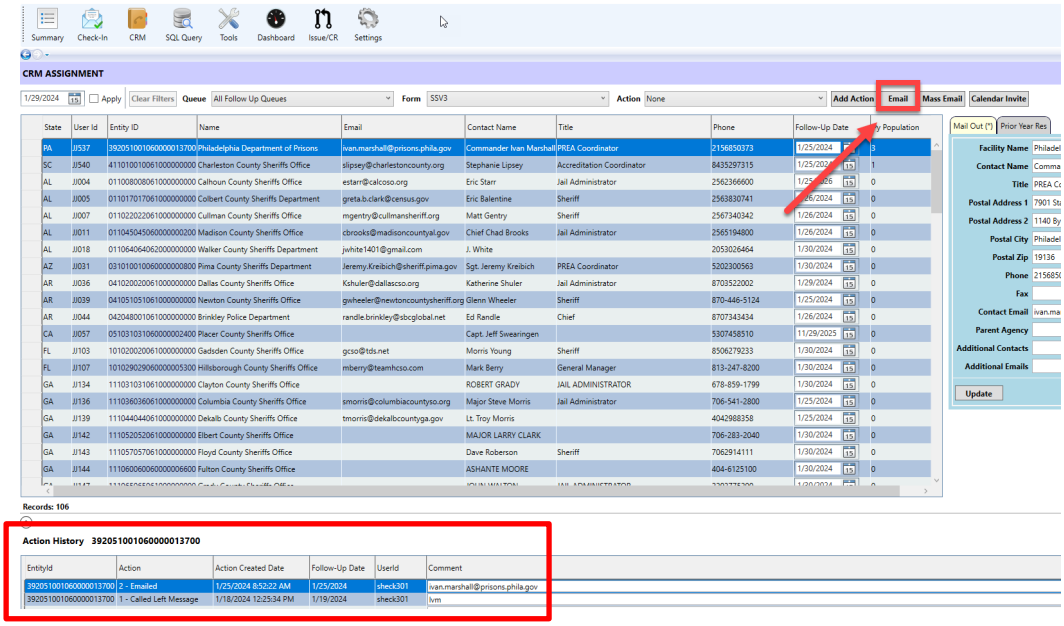
(If *yes*) I can direct you to the website to download fillable forms to submit your data. Or, I can send you fillable forms through email, which would you prefer?

(If *yes and would like to go to website*)
Go to https://respond.census.gov/ssv Scroll down to the bottom of the page. You will need to select the correct SSV form, SSV- (*3, 4, or 6*). And, if you had any substantiated incidents of sexual

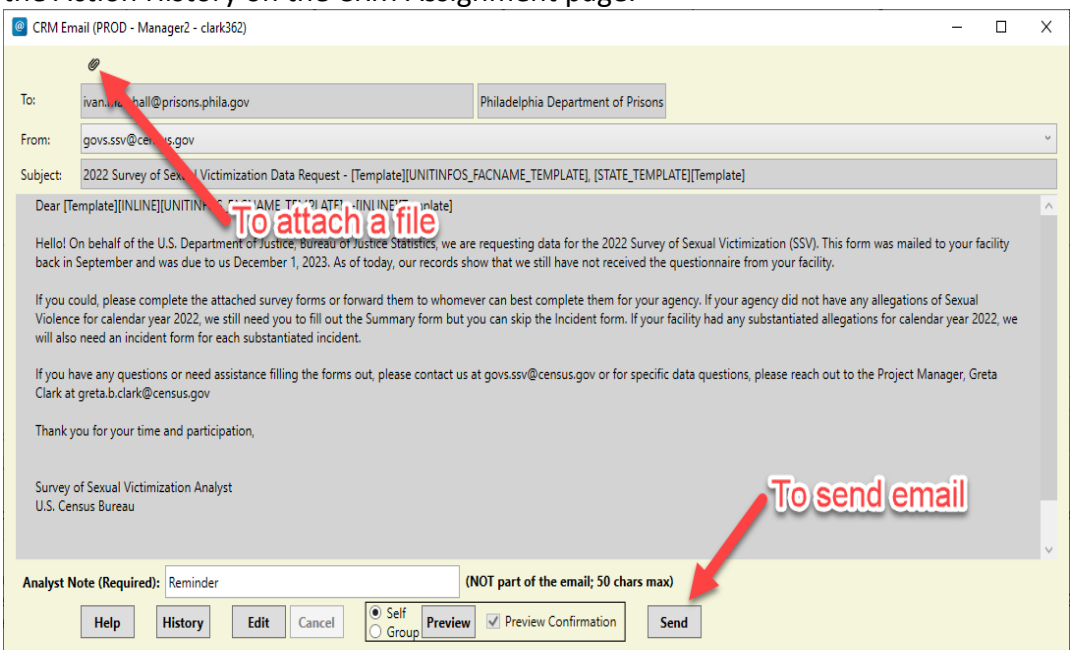
victimization, you will also need to complete an incident form for each substantiated incident that occurred, the SSV- (*IA or IJ*).

(If *yes and would prefer forms emailed to them*)
I will send those right over to you, can you please give me your email address? (*write down their email address in the CRM processing system and send them the correct SSV forms*)

Then the Analyst will need to click on the Email tab in order to send an email to the respondent.



This will create a message from the Analyst, which can include blank Summary and Incident forms as well, and then the Analyst will click the Send button and a new action will be added in the Action History on the CRM Assignment page.



If they want to submit data by phone:

Yes, I can collect that data now. (*Enter their answers into the processing system, under the correct facility name and ID).*

If they need their UserID and Password:

(*Look up their UserID in the processing system, under the CRM tab, and then go into EWS to enter the UserID and send the respondent a reset password link to their email. If no email is in the system, add it under the email tab, and click the button that says "Send Email"*.)

I just sent you a reset link through our automated system that you should receive shortly. Please contact Greta Clark at 1-800-253-2078 if you need further assistance.

If they ask about the purpose of SSV of other substantive questions:

The Survey of Sexual Victimization is being collected for the U.S. Department of Justice, Bureau of Justice Statistics. This survey asks questions about inmate and youth allegations of sexual victimization that occurred or were reported for this calendar year. If you have more questions, I would like to refer you to the U.S. Census Bureau Project Manager, Greta Clark, at 1-800-253-2078 or I can have her contact you, at your earliest convenience. If you would like to speak to the project manager at the Bureau of Justice Statistics, Emily Buehler, I can have her contact you as well. *(Verify their name and telephone number*) Thank you. (*send Greta Clark an email with their name and information and she will contact them within 48 hours*)

I can also direct you to some PREA background information that is found on the BJS Website. Go to: Sexual Victimization in Correctional Facilities (PREA) | Bureau of Justice Statistics (ojp.gov)

If the agency was recorded as a refusal, their details were passed to Greta Clark and she attempted the following contacts as part of refusal conversion:

Telephone refusal conversion script:

Hello, my name is Greta Clark, I am the Project Manager for the Survey of Sexual Victimization, and we have been trying to receive data from your agency/facility. One of our clerks reached out to you or someone in your facility and were told that you would not like to participate. This is a mandatory survey under the Prison Rape Elimination Act (or PREA) and requires us to collect this information for the Bureau of Justice Statistics. We are trying to see if we could collect this information over the telephone, which should take significantly less time for you, if the reason for your hesitation in completing this survey is due to a lack of time.

We would really like to not have your facility marked as a refusal and would like to assist you with any burden by doing this right now, and can be done in less than 5 minutes, if you know that there were no allegations of sexual victimization or sexual harassment for the calendar year 20XX.

Email refusal conversion example:

Hello XX--
My name is Greta Clark, and I am the Project Manager for the Survey of Sexual Victimization. We have attempted to receive data from your facility but have been unsuccessful at this time and would like to make one final plea.

Your facility was selected through a complex sample design for various types of juvenile correctional facilities to complete this mandatory survey for the Bureau of Justice Statistics. Not all residential facilities are included; only a sample of detention, commitment, and other types of juvenile facilities are asked to complete this survey so that BJS can create national estimates of sexual victimization. If you are still confused and need further assistance, please give me a call on my cell phone listed below or let me know if I can reach out to you and when.

I have included a copy of the original letter that was mailed to your facility, and the survey forms. Hopefully you can review and complete this form for me in the next two weeks.