OMB Control # 0970 – 0356 and Expiration Date: 06/30/2021

CIP Administrator Follow-Up Telephone Interview: 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 have the opportunity to participate in a phone interview about child welfare court practices in your state. The interview, which is voluntary, will ask follow-up questions to the online survey you recently completed and any clarifying questions we may have about the information provided in your state's CIP self-assessment report submitted to the Children's Bureau. The interview 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 on case outcomes. Your responses will help us understand what sites could be appropriate for this important research.

Did you receive an email request for an interview?

DIDN'T RECEIVE EMAIL: I'm sorry to hear that. Can we schedule a time for you to participate in a phone interview? It should take about 30 minutes of your time.

IF YES: Great! Let's schedule a time. What days and times in the next 2 weeks work best for you? [get dates and times including time zone] Thank you; we'll send you an email confirming the date and time for the interview. Have a great rest of your day, Good-bye.

IF NO: I'm sorry to hear that but I understand. We know that you are very busy, especially given the challenges presented by the COVID-19 pandemic. Is there another CIP staff person who could complete the interview 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 to schedule a date and time for the interview [get email address]. Thanks very much for your time today – Good-bye.

IF NO: Well thank you for your time today – and thank you for providing us information via the online survey, we really appreciated it. Have a great rest of your day, Good-bye.

RECEIVED EMAIL BUT DOESN'T HAVE TIME TO BE INTERVIEWED/DOESN'T WANT TO BE INTERVIEWED: I understand. Is there another CIP staff person who could complete the interview 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 to schedule a date and time for the interview [get email address]. Thanks very much for your time today – Good-bye.

IF NO: Well thank you for your time today – and thank you for providing us information via the online survey, we really appreciated it. Have a great rest of your day, Good-bye.

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 at 30 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