

ATTACHMENT O

Questions Contained in the 2009 ACS Group Quarters GQ Reinterview Instrument

Original outcome was a completed interview:

If contact name is known:

Telephone Reinterview:

Q: Hello, I'm _____ from the U.S. Census Bureau. May I speak to [CONTACTNAME]?

Personal-visit Reinterview:

Q: Hello, I'm _____ from the U.S. Census Bureau. Here is my identification card. May I speak to [CONTACTNAME]?

Q: Thank you for helping us recently with the American Community Survey. We're doing a short quality control check to make sure that our interviewers are following correct procedures. Is your address [ADDRESS]?

If contact name is unknown:

Telephone Reinterview:

Q: Hello, This is _____ from the U.S. Census Bureau. Our records show that one of our interviewers, [INT_NAME], recently contacted [GQNAME]. We're doing a short quality control check to make sure that our interviewers are following correct procedures. Can you or another employee answer a few questions to help us evaluate the interviewer's work?

Personal-visit Reinterview:

Q: Hello, I'm _____ from the U.S. Census Bureau. Here is my identification card. Our records show that one of our interviewers, [INT_NAME], recently contacted your facility. We're doing a short quality control check to make sure that our interviewers are following correct procedures. Can you or another employee answer a few questions to help us evaluate the interviewer's work?

Q: I need to verify that the address here/there is [ADDRESS].

Q: With whom am I speaking? (If not already known)

Q: Did an interviewer contact you on or about [INT_DATE] and ask questions about the occupants of this group quarter?

if yes and contact name was unknown:

Q: Were you present during the original interview?

if no and contact name was known:

Q: Could the interviewer have spoken to another person at [ADDRESS]?

Q: May I speak to her/him?

if yes: Did an interviewer visit or call regarding [ADDRESS]?

Q: Did the interviewer visit in person or call on the telephone?

Q: Was the interviewer polite and professional?

If original interview in person:

Q: Did the interviewer use a laptop computer?

Q: Our records indicate that [MAXCAP] was the maximum number of people who could live or stay at [ADDRESS] on [INT_DATE]. Is this correct?

if no:

Q: What was the maximum capacity of [GQNAME] on [INTDATE]?
Q: We recorded that [GQNAME] is a [GQTYPE1][GQTYPE1DESCRIP][GQTYPE2]
[GQTYPE2DESCRIP][GQTYPE3][GQTYPE3DESCRIP]. Is this correct?
if no:
Q: This is a list of places where people live, could live, or stay and/or receive services.
Please select only one category that best describes [GQNAME].
1. Educational facility
2. Correctional facility
3. Group Home
4. Health Care or Treatment facility
5. Military
6. Other Group Living facility
END: Thank you for your cooperation. You've been very helpful.

Original outcome was a noninterview with information provided by a contact person:

If contact name is known:

Telephone Reinterview:

Q: Hello, I'm _____ from the U.S. Census Bureau. May I speak to
[CONTACTNAME]?

Personal-visit Reinterview:

Q: Hello, I'm _____ from the U.S. Census Bureau. Here is my identification card.
May I speak to [CONTACTNAME]?

INTRO: Thank you for recently helping us verify the status of [ADDRESS]. We're doing a
short quality control check to make sure that our interviewers are following correct
procedures.

If contact name is unknown:

Telephone Reinterview:

Q: Hello. I'm _____ from the U.S. Census Bureau. Our records show that one of our
interviewers, [INT_NAME], recently contacted your location to verify the status of
[ADDRESS]. We're doing a short quality control check to make sure that our
interviewers are following correct procedures. Can you or someone else answer a
few questions to help us evaluate the interviewer's work?

Personal-visit Reinterview:

Q: Hello. I'm _____ from the U.S. Census Bureau. Here is my identification card.
Our records show that one of our interviewers, [INT_NAME], recently contacted this
location to verify the status of [ADDRESS]. We're doing a short quality control
check to make sure that our interviewers are following correct procedures. Can you
or someone else answer a few questions to help us evaluate the interviewer's work?

Q: Did an interviewer visit or call regarding [ADDRESS]?

if yes:

If contact name was unknown or we're not talking to the original contact:

Q: Were you present during the original interview?

Q: Did the interviewer visit in person or call on the telephone?

Q: Was the interviewer polite and professional?

If original interview was in person:

Q: Did the interviewer use a laptop computer?

Q: Our records show that on [INT_DATE], [ADDRESS] [OUTCOME_DESCRIP]. Is this information correct?

if no:

Q: What was the status of [ADDRESS] on or about [INTDATE]?

END: Thank you for your cooperation. You've been very helpful.

Original outcome was a vacant interview: Status verification section only

Q: Was [ADDRESS] vacant on [INTDATE]?

if don't know or refused:

Q: Is there someone present I could speak with who could tell me the status of [ADDRESS] on or about [INTDATE]?

Q: May I speak to her/him?

if yes:

Q: Hello. I'm _____ from the U.S. Census Bureau. Our records show that one of our interviewers, [INT_NAME], recently contacted this location to verify the status of [ADDRESS]. We're doing a short quality control check to make sure that our interviewers are following correct procedures. Was [ADDRESS] vacant on [INTDATE]?

Miscellaneous questions: For specific cases

If contact person is unknown:

Q: Have I reached area code [AREA] [PREFIX]-[SUFFIX], ext [EXTN]?

if no:

END: I'm sorry, I must have dialed incorrectly. I'll try again.

if refused:

END: I'm sorry, I'll dial again to be sure I've dialed correctly.

If contact person can't be reached or no longer works there:

Q: Perhaps you can help me. Are you an employee at [GQNAME]?

if no:

Q: Is there an employee present I may speak to?

Q: Our records show that one of our interviewers, [INT_NAME], recently contacted your facility. We're doing a short quality control check to make sure that our interviewers are following correct procedures. Can you or another employee answer a few questions to help us evaluate the interviewer's work?

If the address is wrong:

END: I'm sorry, I have the wrong address/telephone number. Thank you for your help.

If the contact refuses to cooperate:

END: I'm sorry to have bothered you.

If there is no available employee to answer questions:

END: Thank you for your help, but I need to speak to an employee. I'll try back later.

If now is not a good time to complete the reinterview:

Q: I'd like to schedule a date to complete/conduct the quality check. What date and time would be best to call/visit? Today is [DATE].

If contact person is not available now, but will be available later:

Q: What date and time would be best to contact [CONTACTNAME], [CONTACTTITLE] in order to conduct the quality check? Today is [DATE].

END: Thank you for your help. We will call/visit again at the time suggested.